



**UNIVERSITY OF LINCOLN**  
**Role Specification**

<b>JOB TITLE</b>	Residential Warden
<b>DEPARTMENT</b>	Student Services
<b>REPORTS TO</b>	Residential Warden Manager

**CONTEXT**

The University of Lincoln is introducing a new Residential Warden service for 2019 as a core offering to students living in University owned and managed accommodation.

The service will be an essential element of the student experience at Lincoln and the Residential Warden Team will play a major role in supporting student life in each residence, assisting students in finding resolutions for interpersonal conflict, wellbeing issues, academic problems or other concerns. The Residential Warden Team will promote a safe, diverse and well-maintained environment, that compliments and supports the academic mission of the University of Lincoln.

The Residential Warden Team will consist of Senior Residential Wardens and Residential Wardens, all of whom will live on site in our accommodation. The team will work with Services across the University to build a strong and supportive community for students to thrive.

Leadership and development of the Residential Warden Team will be line managed by the Residential Warden Manager and is part of the service provision provided by the Student Support Centre.

In order to effectively carry out their roles, Residential Wardens and Senior Residential Wardens will be required to live within student residences and will therefore be provided with accommodation at no cost, as it constitutes a prerequisite of the role.

It is anticipated that Residential Wardens will be drawn from the PGT/PHD community, Graduate Interns, and Academic and Professional Services staff (minimum 0.5 FTE).

**JOB PURPOSE**

Residential Wardens and Senior Residential Wardens will work in partnership with wider services to ensure students living within the University community are supported to resolve issues, enhance wellbeing and create a safe and supportive environment by:

- Developing and supporting students to live in a diverse and multi-cultural community
- Developing educational and social programs, supporting community living
- Cultivating a sense of belonging for all students
- Providing living and learning opportunities beyond the academic sphere
- Providing a signposting service for students with academic and personal difficulties
- Responding to incidents or concerns out of University standard working hours

### **Scope and Dimensions of the Role**

Residential Warden and Senior Residential Warden roles will involve working flexibly, including on occasion the need to work at the request of the line manager, Head of Student Support and the needs of the service, outside of normal shift patterns, either to deal with urgent crisis situations or pre-arranged events such as training, meetings, events or Open Days.

Residential Wardens will be trained as peer leaders, to support those living in University managed accommodation. The Senior Residential Wardens will act under the direction of the Residential Warden Manager to oversee the Wardens, providing them with instruction, direction and additional support where required. Senior Wardens will also be required, when needed, to cover, or carry out the tasks and duties associated with the Residential Warden role, due to absence, sickness or other business need.

Roles within the Residential Warden Team will require commitment, integrity and professionalism from the individuals appointed. They will support improved communication within the student population, as well as greater socialisation and integration of student groups which will contribute to building an inclusive community.

Residential Wardens and Senior Residential Wardens will undertake essential, intensive and ongoing training in areas including but not limited to:

- First Aid
- Mental Health Awareness
- Fire Safety
- Mediation
- Signposting Skills
- Teambuilding Skills

Residential Wardens and Senior Residential Wardens will also be involved, under the direction of the Residential Warden Manager, in organising, promoting and delivering events, activities and campaigns to support students to adapt to their residential life or raise awareness of key issues relating to the student experience. Examples of this could include events such as:

- Pizza nights
- Open mic nights
- Social sports
- Celebration of cultural and artistic events
- Meditation
- International café
- Charity events
- Advice on moving into the community

Senior Residential Wardens will be required to remain on call between 00:00 - 08:30 and prior to their shifts on Saturdays and Sundays between 08:30 - 17:30, where they will be required to remain within 25 minutes of the central campus and respond to incidents as appropriate, following departmental policies and procedures. There is no expectation for Senior Residential Wardens to stay awake, be in their accommodation, or be actively working in any capacity for the duration of this on call period. However, they must ensure the on call phone is turned on and charged at all times, with an expectation that they remain within the agreed distance for the entirety of their time whilst on call and are able to answer the phone if called, where they will take appropriate action, in accordance with the departmental policies and procedures.

Residential Wardens and Senior Residential Wardens will actively work an average of 15 hours a week, as part of rota which will include weekends. These shifts are planned to take place as part of a standardised prearranged rota, over 2 evenings a week, for 40 weeks.

Additional hours and days, or amendments to the usual rota may be required for training, and other business needs as necessary.

## KEY RESPONSIBILITIES

### Service Delivery

Under the direction of the Residential Warden Manager, Residential Wardens and Senior Residential Wardens will be responsible for delivering the service standards and requirements of the Residential Warden Team, assisting to ensure the service provides, responds and adapts to the needs of students living in University of Lincoln owned and managed accommodation. They maintain, collect and collate data and records pertaining to service delivery and customer interactions in accordance with the University's data protection policies. Supporting the services ability to benefit users by encouraging engagement and improving student experience.

Residential Wardens and Senior Residential Wardens are expected to comply with both the departmental and University of Lincoln policies and expectations at all times, including health and safety, safeguarding, and The University General Regulations.

### Resources

Residential Wardens will be responsible for delivering and facilitating events. This includes the distribution of resources to advertise and promote events, activities, awareness campaigns and educational materials, or any other content as required, through both physical and digital mediums. Residential Wardens will be expected to maintain designated notice boards, leaflet stands and advertising spaces, alongside delivering promotional resources, student giveaway items, or any other resources, as required during events, in a responsible and respectful manner, in line with the departments policies and instructions from the Senior Residential Wardens or Residential Warden Manager. Residential Wardens are expected to actively take part in activities and oversee any University equipment used as part of Residential Warden events and activities, ensuring these resources, along with any department resources in their personal possession at any time, are being used respectfully and safely. Residential Wardens are expected to maintain departmental inventories and to notify the Senior Residential Wardens of any damages to the department's resources and identify when resources require replenishment or updating.

Additionally, Senior Residential Wardens will be responsible for overseeing the Residential Wardens in the delivery and implementation of projects or events and all resources used during their active working hours. Senior Residential Wardens will organise and coordinate resources among the Residential Wardens, ensuring Residential Wardens have sufficient resources to carry out their duties and activities. Senior Residential Wardens are expected to maintain departmental inventories and to notify the Residential Warden Manager of any damages to the department resources and identify when resources require replenishment.

### Team Working

Residential Wardens will work as part of a respectful and supportive team. Residential Wardens are expected to inform the Senior Residential Warden on the progress of their assigned tasks, including contacting them when their shift begins and ends. In the absence of the Residential Warden Manager, Residential Wardens will be required to be available to

take direction from the Senior Residential Warden on shift when called upon, for the duration of their Residential Warden shift.

Whilst on shift, Senior Residential Wardens will assist the Residential Warden Manager by overseeing the work of Residential Wardens, by giving them support and direction, as well as assigning tasks to Residential Wardens as required, under the direction of the Residential Warden Manager. Senior Residential Wardens are expected to be available to the Residential Wardens for phone and online support, or for the Residential Wardens to escalate issues which require the Senior Residential Warden to attend where necessary. Senior Residential Wardens will assist in keeping the Residential Wardens motivated and on task during their shifts, as well as coordinate Residential Wardens during events and activities. When deputised by the Residential Warden Manager, Senior Residential Wardens will be responsible for chairing team meetings and holding one to one meetings with Residential Wardens. Senior Residential Wardens are expected to input into the professional development process of the Residential Wardens as well issues of underperformance or disciplinaries. Senior Residential Wardens are expected to be a role model for the Residential Wardens, leading by example and demonstrating excellent working practices which includes exceptional customer service.

### **Administration and Record Keeping**

Residential Wardens and Senior Residential Wardens will be responsible for undertaking a range of administrative and data collection tasks whilst on shift, as well as managing designated email inboxes and mobile phones. A significant part of the role will involve writing and submitting reports as well as updating records. These reports and records will be essential in order to develop and deliver the service to a high standard, ensuring students are provided with a high quality, vibrant and supportive student experience.

Senior Residential Wardens will have a variety of administrative tasks to complete on shift, under the direction of the Residential Warden Manager. They will also support the Residential Wardens on shift to complete their administrative responsibilities on time.

### **Communication**

The Residential Wardens and Senior Residential Wardens will have sound interpersonal and presentational communication skills. The roles will involve communicating with students both in person and via digital mediums, delivering support, instruction, information, signposting and leading events and activities. All communication directed to any party within the capacity as a Residential Warden or Senior Residential Warden, including communication through digital means, is expected to demonstrate excellent working practices which includes exceptional customer service.

The Residential Wardens and Senior Residential Wardens will require skills of negotiation, influence, conflict resolution as well as active listening. Residential Wardens and Senior Residential Wardens will assist students to resolve issues, including interpersonal conflict with those they live with. Residential Wardens and Senior Residential Wardens will facilitate mediation and conflict resolution. The role will often deal with stressful, difficult or uncomfortable situations and may encounter students in an emergency situation requiring referring incidents to appropriate persons or services with a calm demeanour, and speed of thought.

Senior Residential Wardens will promote and facilitate effective and clear team communication and assist the Residential Warden Manager in delivering clear instructions, objectives and feedback to the Residential Wardens. Senior Residential Wardens will also communicate with students in certain situations where actions, issues or conflicts cannot be resolved by the Residential Wardens, requiring tact and diplomacy.

### **Initiative and Problem Solving**

The Residential Wardens and Senior Residential Wardens will resolve problems where situations may often be complex and sensitive. This will include making independent decisions which may impact the service and the wellbeing of students. Residential Wardens and Senior Residential Wardens must adhere to established personal and professional boundaries, policies and procedures, and be able to recognise the limits of their skills and responsibilities, to be able to escalate incidents appropriately and identify the relevant service for signposting.

### **Pastoral Care and Welfare**

Residential Wardens and Senior Residential Wardens will act as a sympathetic and non-judgmental point of contact for students, showing sensitivity to students who may need support or who are displaying obvious signs of distress. Under the direction of the Residential Warden Manager, Residential Wardens and Senior Residential Wardens will provide students with adequate information regarding the support available and how to access internal and external services relating to their welfare and wellbeing needs.

### **Knowledge and Experience**

Residential Wardens and Senior Residential Wardens will have knowledge relevant to the pastoral care and welfare of students including knowledge of the services and support available to students across the university and externally.