

Responsible to: Residence Life Coordinators

Summary of post: To provide supervision, support and guidance to Welcome Team. To conduct briefings at the start of shifts, organise breaks, answer any staffing queries, appropriately escalate any concerns, monitor and support the wellbeing of the team and ultimately, ensure a positive experience for all new arrivals.

It is compulsory that applicants are available to work on the following dates:

Training – Wednesday 17th September 2025 & Thursday 18th September 2025

Arrivals weekend – Friday 19th September through to Sunday 21st September 2025

Please note – this role starts in September 2025 although there are training requirements and may be ad hoc shift opportunities beforehand.

Duties and Responsibilities

1. To assist with the supervision of Welcome Team, ensuring consistency and continuity of service standards.
2. To confidently support core staff with Welcome Team training taking a leadership role within your group.
3. To provide support and guidance to Welcome Team during arrivals weekend, taking a pro-active approach.
4. To lead by example, be the first point of contact for Welcome Team and effectively maintain staffing coverage of all accommodation sites.
5. To follow instructions and pro-actively get to know the accommodation sites you work at to ensure you can problem solve and answer queries as efficiently as possible.
6. Maintain confidentiality and follow the appropriate procedure for any student concerns raised to you.
7. To support the University Site Staff to ensure smooth operations during arrivals weekend.

8. To ensure students receive a positive welcome and transitional period into University life, through promotion of the Guild and support available to them.
9. To be the public face of the Guild of Students and the University of Birmingham.
10. To observe Guild health & safety procedures, working safely at all times and reporting any potential hazards, faults or problems to the appropriate people.
11. To wear your staff t-shirt and name badge visibly at all times whilst on shift, and only when on shift.
12. To complete any necessary training required in order to carry out the role.

Successful applicants will be paid at the Senior rate whilst working Arrivals Weekend (19th September – 21st September), beyond this they will form part of the Welcome Team and be paid at the standard rate for any further shifts undertaken during Welcome Week and beyond.

Please note – Online onboarding for the role and Right to Work checks must be completed by Friday 20th June 2025.

Person Specification: Senior Welcome Team

You must be able to demonstrate in your application that you have;

	Essential	Desirable
KNOWLEDGE AND EXPERIENCE		
Demonstrate a strong customer service focus with an awareness of your impact on the student experience	✓	
Experience of working independently and using own initiative	✓	
SKILLS AND ABILITIES		
Strong leadership skills; ability to instruct and support staff, as well as delegate responsibilities	✓	
Excellent listening and communication skills, with the ability to initiate contact with other students and encourage others to do so	✓	
To work effectively on their own and as part of a team; make informed decisions, coordinate and direct others.	✓	
Ability to ensure observation of service procedures, for example escalating concerns.	✓	
Ability to stay calm and friendly under pressure in a busy environment	✓	
PERSONAL QUALITIES		
Ability to train, support and motivate team members	✓	
Logically minded	✓	
Self-motivated	✓	
Customer focused	✓	
Attention to detail	✓	
Understanding of and a commitment to Equality of Opportunity	✓	
Team focused approach	✓	
Flexible	✓	
Committed to continuously improving service delivery	✓	