

Responsible to: Student Community Welfare Manager

Summary of post: To work as part of the Community Welfare Departments Welcome Team. To assist Student Mentors in their role and support new students in moving into University accommodation, helping them settle into new surroundings primarily during Moving in Weekend and Welcome Week.

Ad hoc shifts will also be available to support the wider department with Community Warden and Hall Rep activities and events.

Hours of work:

Please only apply if available for the following.

Training – Thursday 14th September (compulsory for continuation of role)

Moving in weekend – Friday 15th, Saturday 16th & Sunday 17th September 2023 – Shift times are primarily between the hours of 8:30am & 8pm.

Welcome Week – Week commencing 18th September 2023 (A minimum of one 4-hour shift – multiple shift opportunities available)

Week 1 to Week 4 – Multiple shift opportunities available with additional duties, as and when required.

This role will start in September 2023.

Duties and Responsibilities

1. To be part of the Community Welfare Departments Welcome Team, as the first point of contact for students and their parents/carers during Moving in Weekend; support students with moving into their accommodation, giving directions, answering queries and carrying their luggage.
2. To support the University Site Staff ensuring a smooth running day/weekend for both parents and all staff involved.
3. To assist students in achieving a successful welcome and transitional period into University life, through promotion of the Student Mentor and Hall Rep schemes.

4. To conduct a flat meeting in order to complete a Shared Living Agreement, designed to encourage harmonious living within accommodation.
5. To be, along with Student Mentors and Hall Reps, the public face of the Guild of Students and the University of Birmingham.
6. To observe Guild health & safety procedures, working safely at all times and reporting any potential hazards, faults or problems to the appropriate people.
7. To wear your t-shirt and name badge visibly at all times while working, and only when working.
8. To attend and complete the training, necessary to carry out the role.

Applicants will be able to choose if they would be available for, and willing to work on any additional duties which may occur after Welcome Week. These are outlined below.

9. To carry out other duties which naturally fall within the reasonable expectations of the role. These **may** include;
 1. Supporting the Student Mentor Scheme with the delivery of events.
 2. Supporting the Community Warden Scheme with the delivery of events and activities.
 3. Supporting the Hall Rep Team with the delivery of events.
 4. Delivering campaigns and information to University accommodation.
 5. Supporting Student Mentors through continuous promotion of and sign posting to the Student Mentor Scheme.

Person Specification: 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		
Excellent listening and communication skills and ability to initiate contact with other students	✓	
The ability to work effectively as a member of a team, and to take instructions and direction from others.	✓	
Ability to ensure observation of service procedures, for example maintaining confidentiality.	✓	
Ability to stay calm and friendly under pressure in a busy environment	✓	
PERSONAL QUALITIES		
Understanding of and a commitment to Equality of Opportunity	✓	
Team focussed approach	✓	
Self-motivated	✓	
Flexible	✓	
Committed to continuously improving service delivery	✓	
Customer focus	✓	
Persistent & able to persuade others to meet your deadlines	✓	
Attention to detail	✓	