Job description

Date last reviewed: July 2010

Faculty/Directorate: Directorate of Marketing and Communications

Department: External Relations and Event Management

Title of post: Student Community Warden

Grade of post: Grade 3

Post number: 234544

FT or % P/T: P/T (working on average five hours per week)

Permanent/Temporary: Temporary

Principal location of work: Within the local community

Immediate line manager: Student Community Warden Team Leader

Staff managed: None

Qualifications required for post: Must be a current student at Oxford Brookes University.

Experience required for post: Experience in a customer facing role of any kind and / or representative role.

Overall purpose of post: The postholder will assist with addressing issues relating to Oxford Brookes students living in the local community and will encourage and promote positive relations between students and permanent local residents in specific areas around the Headington Campus.

Main duties:

1. **Community Relations:** To establish and maintain positive community relationships by:
   - establishing and maintaining regular contact with residents within the designated area and encourage positive community relations
   - working on own initiative to resolve issues, including litter, car parking, noise and anti-social behaviour, where possible and seek further guidance and support as necessary
   - taking an active involvement in Residents’ Associations where possible
   - undertaking specified proactive work which may involve accompanying PCSOs
   - identifying potential community problems and recommend possible solutions
   - participating in community projects as directed by the Community Liaison Manager, such as litter picks and promotional events
   - supporting the implementation of new community initiatives
2. **Communication:** To communicate with key stakeholders in order to ensure necessary information is provided to relevant groups to anticipate or resolve issues, improve systems and inform initiatives by:

- acting as a contact point for students in order to assist them with issues they may have. This would include directing students to the appropriate contact within the university or Students’ Union where necessary.

- proactively providing information to student residents on their rights and responsibilities of living as tenants in the community

- assisting with leaflet drops and door knocking in the designated area, as agreed with the Community Liaison Manager

- assisting with providing information to local residents regarding issues, facilities and services

- attending resident meetings such as the Residents’ Association representatives meeting and Neighbourhood Action Group meetings where appropriate

- attend internal meetings, including the student community wardens team meeting and progress meetings with the PCSOs

- recording information on activities undertaken to enable monitoring and analysis

- supporting the university in communication

3. **General:**

- To attend initial and continuing training and regular meetings such as, weekly team meetings, progress meetings and other meetings relevant to the post

- Carrying out any other duties as deemed reasonable, in addition to those listed above, as directed by your line manager as and when required.

- Contribute to the development of the scheme
**Person specification**

**Faculty/Directorate:** Directorate of Corporate Affairs  
**Title of post:** Student Community Warden  
**Salary Scale:** £10.09 per hour *(Supporting Staff)*

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<tr>
<th>Specification</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Education/Training</td>
<td>Must be a current student at Oxford Brookes University.</td>
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| Relevant Experience | Experience in a customer facing role of any kind and / or representative role.  
Knowledge of key issues that affect students especially those living in private rented accommodation. | Experience of helping others or volunteering work.  
Experience of working with students or young people. |
| Relevant Skills/Aptitudes | Excellent oral and written communication skills, with fluency in English.  
To have a sympathetic approach to residents’ problems.  
To have an active interest in improving community relations  
IT skills: word processing, spreadsheets and familiar with web & e-mail  
Ability to use own initiative.  
Self motivated and self-reliant.  
Excellent inter-personal skills |                                                                           |
| Special Requirements | Ability to work under pressure and to deadlines  
Attention to detail  
Ability to work on your own or as part of a team  
Able to maintain confidentiality  
Customer service focus  
Attention to detail & accuracy  
Non-judgemental and committed to equality of opportunity for all. |                                                                           |
| Other               | Flexibility and willingness to work occasional evenings and weekends |                                                                           |