UNIVERSITY OF ST ANDREWS
STUDENT SERVICES

ASSISTANT WARDEN ROLE DESCRIPTION

BACKGROUND
As the residential section of Student Services, the Wardennial Service is a key part of the University’s core offering to all students living within University accommodation. It is a highly regarded, world class service, playing a major role in defining student life in each residence and is an essential element of the student experience at St Andrews.

The role of Assistant Warden is a challenging but rewarding one. Assistant Wardens live as part of the residence community and help develop this community. This will require the Assistant Warden to take responsibility for dealing with a wide variety of issues as they arise, include providing a first point of contact for advice and personal support to residents, taking formal disciplinary action or referring residents to a wide range of other agencies – both within the University and externally. Further responsibilities include maintaining health and safety in the residence and facilitating events.

Assistant Wardens are expected to be pro-active, to take personal responsibility and to work as a part of team in which effective communication and reliability is essential. The nature of the work requires Assistant Wardens to work a shift pattern as determined by the needs of the residence, but may also be approached and required to act outside of their agreed working hours or attend events.

MAIN DUTIES AND RESPONSIBILITIES
In addition to the residence specific details attached to positions when advertised, the role will include but is not limited to:

- **Community**
  - Playing an active part in building a strong and positive residence identity and community, alongside other residence staff and the student committee;
  - Organising, contributing to, and attending a diverse range of residence events;
  - Welcoming and helping students to feel a part of the residence community and a part of the University;
  - Helping to foster a culture of respect for each individual resident within the wide and diverse student community.

- **Welfare/pastoral**
  - Being available and approachable to all students and to respect confidentiality;
  - Remaining alert to students who may be experiencing difficulties, including those who are not engaging with others or who are difficult to reach;
  - Providing support and advice to students with disabilities or physical/mental health issues and referring onto the appropriate service or agency;
  - Liaising with other departments, including colleagues in other areas of Student Services, Residential and Business Services, health services and emergency services.
• **Discipline**
  o Helping students be aware of expected standards of behaviour within the residence, and the relevant rules and regulations;
  o Being proactive in identifying and addressing behaviours that are detrimental to the residence community;
  o Addressing incidences where rules and regulations have been broken; referring to the Warden for disciplinary procedures where appropriate.

• **Health and Safety**
  o Upholding and complying with relevant University health and safety regulations and policies;
  o Providing emergency first aid, as required;
  o Raising awareness of health and safety rules and assisting students in understanding expectations;
  o Leading fire drills, as required;
  o Alerting the appropriate department or colleague/s of risks to health and safety.

• **Teamwork**
  o Actively contributing to teamwork and teambuilding with wardennial colleagues across the University, and with staff and student committees within their residence.

• **Training and development**
  o Participating in required training for the role and contributing to team development.

**SUPERVISION AND SUPPORT**
Assistant Wardens are primarily accountable to the Warden in their residence. The Wardennial Service is part of, and reports to, the Student Services Directorate. The Assistant Director of Student Services (Projects & Residential) has lead responsibility for wardennial services. Assistant Wardens can access training and support from a number of sources, including Student Services, Out of Hours staff, and the University Chaplain.

**CONDITIONS**
**Payment:**
The post of Assistant Warden is a voluntary role and has no salary.

**Benefits:**
Staff members will receive an Assistant Warden Award and matriculated students will receive a Wardennial Scholarship; this includes:

• 100% rebate of accommodation costs (and a meal package in catered residences), on a single-person basis. Please note: the majority of Assistant Warden accommodation is single occupancy, and therefore not suitable for partners to live in with Assistant Wardens.
• 50% rebate of accommodation costs when students are not in residence, although Assistant Wardens may need to move to alternative accommodation during this time.
• During vacation periods, there are a limited number of vacancies for voluntary work with Residential and Business Services, for a 100% rebate.
• Assistant Wardens will also receive a staff identity card which will entitle them to other staff benefits – this includes extending library benefits and staff discounts. [http://www.st-andrews.ac.uk/staff/money/staffdiscountscheme/](http://www.st-andrews.ac.uk/staff/money/staffdiscountscheme/)
Hours and Leave:
There are no universally fixed hours of work for Assistant Wardens. Work patterns vary depending on the residence, but active participation does not normally exceed on average 15 hours per week. Due to the nature of the role you may be approached for assistance at any time, and should be prepared to provide direction or support.

Assistant Wardens participate in the wardenial on-call rota in their residence, which is not counted as active duty but will require an Assistant Warden to be available in the residence to respond to requests for assistance during the stated duty hours. This rota is shared between the Assistant Wardens in the residence. Wardenial duty hours in residences, are 7pm to 8am from Monday to Friday and from 2pm to 8am Saturday and Sunday.

Leave may be requested with reasonable notice and with the agreement of the Warden, although there will be an expectation to be available for key events in the residence.

PERSON SPECIFICATION
Essential Criteria:
• Either University staff member (at least 0.5 FTE) or postgraduate research student at the University
• Genuine interest in making a positive contribution to the student experience
• Excellent communication skills, in particular oral communication and fluency in English
• Proven ability to work flexibly and positively as a part of a team and on own initiative
• A good understanding of the diverse range of needs in a residential community (applications from candidates with previous experience of work in a residential setting are particularly encouraged)
• Proven ability to behave in an appropriately assertive way and deal with difficult situations
• Willingness to live in residence during term time and to be available to attend major events in the residence and University calendar
• Good understanding of health and safety
• Good understanding of confidentiality in an institutional setting

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