UNIVERSITY OF ST ANDREWS
STUDENT SERVICES

ASSISTANT WARDEN ROLE DESCRIPTION

BACKGROUND
Student Services’ Wardennial service and Halls Life programme are key parts of the University of St Andrews’ offering to students living within University accommodation. They play a major role in defining student life in each residence and are an essential element of the student experience.

Each undergraduate residence (and David Russell Apartments and Fife Park, Powell Hall, and Old Mill for postgraduates) is staffed by a Halls Life Coordinator (HLC), supported by a team of Assistant Wardens.

Assistant Wardens live in the residence and are expected to help develop the residence community, encouraging engagement and participation, and providing advice and support. Assistant Wardens are required to take responsibility for a variety of issues, including being a first point of contact for advice and personal support to residents, signposting residents to a wide range of other support and resources, maintaining health and safety in the residence, and facilitating events and activities. The role of Assistant Warden can be challenging, but offers opportunities for personal and professional development, and for building a CV-enhancing skillset.

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 are essential. Working hours are primarily evenings and weekends. The nature of the work requires Assistant Wardens to commit to a residence on-call duty rota. Team members may also be asked to provide emergency assistance or attend events and training outside these core working hours.

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**
  - Welcoming students and helping them feel a part of the residence community and the University as a whole.
  - Playing an active part in building a strong and positive residence identity and community, alongside other residence staff and the hall committee.
  - Organising a diverse range of events and activities, including marketing, risk assessments, set up/take down, feedback collection and follow up.
  - Contributing to, and attending events and activities organised by other team members, the hall committee or students.
  - 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.
  - Providing support and advice to students across a wide range of subjects, referring on to specialist support and resources as appropriate.
  - Liaising with other departments, including colleagues in other areas of Student Services, Residential and Business Services, health services and emergency services.
- Participating in the on-call duty rota overnight and at weekends (answering the residence duty phone and responding to requests for assistance).
- Participating in the rota to staff the Warden's office for daily office hours.
- Providing a 'first response' to an emergency in the residence, holding the situation until additional help arrives.
- Actively support and receive disclosures from students who may be experiencing wellbeing, financial, academic or other issues (which may include gender-based violence, mental health or hate crime related issues) by providing appropriate pastoral support or signposting to relevant services within or outside of the university, working closely with other Student Services teams.

**Conduct**
- Helping students be aware of expected standards of behaviour within the residence, what it means to be part of a residential community, and the relevant rules and regulations.
- Being proactive in identifying and addressing behaviours that are detrimental to the residence community.
- Addressing incidences where rules and regulations have been broken.
- Holding guidance conversations or referring to the Residential Services Manager or University Conduct Officer for disciplinary procedures where appropriate.

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

**Teamwork**
- Actively contributing to teamwork and teambuilding with Wardennial colleagues across all residences, and with staff and student committees within their residence.

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

**SUPERVISION AND SUPPORT**
Assistant Wardens are primarily accountable to the HLC in their residence. The Wardennial service is part of, and reports to, the Student Services Directorate. The Assistant Director of Student Services has lead responsibility for Wardennial services. In addition to their HLC and the Assistant Director, Assistant Wardens can access support from several sources, including Student Services, Occupational Health, and the University Chaplain.

**CONDITIONS**
The Assistant Warden role is not salaried but attracts the following benefits.

- 100% rebate of accommodation costs (and a meal package in catered residences), on a single-person basis while students are in the residence. Please note most of the Assistant Warden accommodation is single occupancy, and therefore not suitable for partners to live in with Assistant Wardens.
- For halls that do not remain open year-round, 50% rebate of accommodation costs when students are not in residence.
- During vacation periods, Residential and Business Services offers work opportunities in exchange for a 100% rent 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 fixed hours of work for Assistant Wardens. Work patterns vary depending on the residence, but active participation should not normally be less than 4, nor exceed 15, hours per week. Active participation may include but is not limited to: engagement with students at mealtimes (in catered residences), organisation of, and attendance at, events and activities, office hours, duty rounds, responding to calls to the duty phone, dealing with team email and other administrative tasks, and writing up case notes.

Assistant Wardens must participate in the on-call duty rota, remaining in their residence, holding the duty phone and responding to calls during the set duty hours. The rota is shared between the assistant wardens in the residence. Wardennial duty hours in residences, are 7pm to 8am from Monday to Friday and from 2pm to 8am Saturday and Sunday. The on-call rota is not counted as active duty unless the phone is answered. Due to the nature of the role, you may be approached for assistance any time that you are in the residence.

Leave may be requested with a minimum of two weeks’ notice and with the agreement of the HLC. Assistant Wardens are expected to be available for key dates and events in the residence and to attend training twice a year.

**PERSON SPECIFICATION**

**Essential Criteria:**
- Applicants are required to hold another substantive role elsewhere in the University, as a staff member or matriculated postgraduate student, and will not be able to continue as an Assistant Warden should the substantive role come to an end.
- 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 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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