

## Appendix 8 - Proposed Residence Support Job Descriptions

### 1. Head of Residences (Glen Eyre, Wessex Lane or Small Halls)

#### Job Description and Person Specification



Job Description						
School/Department:	Student Services, Wellbeing, Support Services					
Post Title:	Head of Residences Support (Glen Eyre, Wessex Lane or Small Halls)					
Please enter Level under appropriate Career Pathway	ERE	TAE	MSA	CAO	R.Nurse	Clinical
ERE Category	Academic Posts			Non-Academic Posts		
	Academic (mixed)	Research only	Teaching only	Enterprise	Education Development	
Posts Responsible to (and Level):	Head of Support Services - MSA 5					
Posts Responsible for (and Level):	Deputy Head of Residences Support Residences Support Team Leaders Residences Support Advisors					
<p>Job Purpose:</p> <ol style="list-style-type: none"> <li>1. Monitor and manage the pastoral life of the University community resident in its halls, in order to foster a supportive and positive living experience for those students and to enable their development and integration into both the University and the local community, acting in a disciplinary capacity when required.</li> <li>2. Support the Head of Support Services, in provision of a complete service to meet the needs of Students and Staff at the University of Southampton.</li> </ol>						

<u>Key Accountabilities/Primary Responsibilities</u> (6-10 bullet points maximum)	% Time
<p><b>Analysis and Reporting</b></p> <ul style="list-style-type: none"> <li>• Responsible for organising appropriate records of all personal and other interactions with residents are maintained, actioned and monitored appropriately, with full adherence to data protection and confidentiality policies to meet both internal and external requirements</li> <li>• Asses complex situations and problems, specifically with regard to discipline issues or resident wellbeing and be involved in a decision making process with all stakeholders</li> </ul>	5%

<p>(University Residences, Schools and Support Services) in which solutions to safeguard all residents are suggested</p>	
<p><b>Customer/Service Support</b></p> <ul style="list-style-type: none"> <li>• Provide or facilitate specialist advice/training to all staff to ensure that support services are available to all residents and to maintain close liaison with other appropriate support services</li> <li>• Deliver a variety of approaches to maximise service quality, efficiency and continuity</li> <li>• Monitor and develop the work of a team to meet appropriate quality standards in halls of residence.</li> <li>• Ensure that all advice, support and disciplinary activity is conducted in accordance with Student Services’ operational and administrative procedures E.g. Halls Regulations</li> </ul>	<p><b>15%</b></p>
<p><b>Planning and Organising</b></p> <ul style="list-style-type: none"> <li>• Contribute, along with all other Heads of Residences Support, to development of the Residences Support Team, ensuring consistency across sites with regard to processes and policy feeding in specialist knowledge for the individual halls</li> <li>• Contribute to the development of Support Services and the University-wide remit of Wellbeing</li> <li>• Determine and maintain appropriate team work and activity to enable staff to carry-out duties. Planning for peak operational times to ensure safe working practices and adequate staffing levels, e.g. intake weekend, end of term etc.</li> </ul>	<p><b>10%</b></p>
<p><b>Finance/Resource Management</b></p> <ul style="list-style-type: none"> <li>• Input into the resource planning process to ensure that finances are appropriately managed</li> </ul>	<p><b>5%</b></p>
<p><b>Liaison</b></p> <ul style="list-style-type: none"> <li>• Work with appropriate areas of Support Services within the University, such as the First Support Team, Counselling Team, Enabling Services, Academic Schools and others, in order strengthen the impact of the Support Services and wider provision, and influence the strategic development of student centredness across the University</li> <li>• Maintain external links with relevant outside professional bodies and agencies relevant to counselling issues, such as eating patterns, abuse, bereavement, well being and others clients present with</li> <li>• Attend University committees and student case conferences as agreed with the Head of Support Services</li> <li>• Liaise with the Hall Manager, University Residences staff, Community Relations, Students Union and other University support services in all matters relating to the pastoral support of residents within the Halls</li> </ul>	<p><b>5%</b></p>
<p><b>Management and Leadership</b></p> <ul style="list-style-type: none"> <li>• Manage the Residences Support Team (Deputy Head, Team Leaders, Advisors) as determined by the Head of Support Services in relation to monitoring recruitment and retention, PPDR, monitoring absence and sickness and provide management information on the service when required, including training and consideration staff pastoral wellbeing</li> <li>• Lead, along with other Heads of Residences Support, the development of administrative activities/policies to improve and develop good practice and ensure consistency across all Residences Support Teams</li> <li>• Contribute to the development, along with other Heads of Residences Support, of appropriate and current training programmes which are made available to all Residences Support staff (Team Leaders and Advisors) involved in advice and guidance services</li> </ul>	<p><b>50%</b></p>

## Student Services Department

- Work with all areas of Wellbeing, University Residences and Education Support, within the Student Services Department, in order to generate and co-ordinate original ideas, strengthen the impact of both the Support Services and the other service areas, and to influence the strategic development of student centredness across the University
- Undertake such tasks as are reasonable requested by senior manager
- To respond to student crisis and emergencies as incidents arise, including the Student Services out of hours rota

## Internal & External Relationships: (nature & purpose of relationships)

### Internal

Wessex Needs Assessment Centre  
Enabling Services  
Dyslexia Service  
Diversity Office  
Advice and Guidance  
University Welfare Network  
Student Union  
Support Services  
University Residences  
Student Services  
University Chaplaincy  
Academic Schools

### External

Health Centres  
Mental Health Forum  
Early Intervention in Psychosis Team  
Home Treatment Team (Mental Health Crisis)  
Police  
Hospitals  
Other voluntary and statutory agencies relevant to work of the service

## Special Requirements:

- Maintain own physical & psychological well being so as to be able to manage a challenging situations
- To undertake training and personal development activities relevant to the post.
- Out of hours working will be required including evenings, weekends, bank holidays and University Closure Days.
- The post holder will be required to satisfactorily complete CRB clearance
- Participate in the Support Services on call rota for responding to University wide student crisis and Emergency

Person Specification			
Criteria	Essential	Desirable	How to be assessed
<b>Qualifications, Knowledge and Experience:</b> <ul style="list-style-type: none"> <li>• Qualified to degree level</li> <li>• Welfare related qualification</li> <li>• Relevant ongoing personal &amp; professional development</li> <li>• Experience of crisis/conflict resolution work</li> <li>• Experience of working in HE or other education setting or institution</li> <li>• Experience of referring on to other services to enable advising on practical issues to help resolve situations</li> <li>• Experience of dealing with student pastoral and disciplinary issues</li> <li>• Be employed within an academic or academic related post within the University of Southampton</li> </ul>	   Yes  Yes  Yes  Yes  Yes	  Yes  Yes  Yes  Yes	Application Form Application Form Application Form Application Form Application Form Application Form Application Form
<b>Planning and Organising:</b> <ul style="list-style-type: none"> <li>• Ability to research, prioritise, assess and prepare</li> <li>• Able to seek opportunities to progress a broad range of activities within professional guidelines and in support of University Policy.</li> </ul>	 Yes Yes		Application form / Interview Application Form
<b>Problem Solving and Initiative:</b> <ul style="list-style-type: none"> <li>• Able to develop an understanding of long-standing complex problems (either administrative or pastoral) and to apply knowledge and experience to solve them</li> <li>• Able to understand the current issues affecting the diverse range of students in halls of residence</li> </ul>	 Yes	  Yes	Interview  Interview
<b>Management and Teamwork:</b> <ul style="list-style-type: none"> <li>• Able to work both independently and as part of a team</li> <li>• Demonstrate a commitment to the core role of the University and the supporting role of the Residences Support Teams</li> <li>• Lead a Residences Support Team and residential community</li> <li>• Able to delegate effectively to Deputy Heads,</li> </ul>	 Yes  Yes  Yes  Yes		Interview  Interview  Interview Application Form

<p>Team Leaders and Advisors and understand individuals strengths and weaknesses to build effective teamwork</p> <ul style="list-style-type: none"> <li>• Able to formulate development plans for own staff to meet required skills</li> <li>• Able to provide peer support to colleagues</li> <li>• Able to proactively work with colleagues in other areas to achieve outcomes</li> </ul>	<p>Yes</p> <p>Yes</p> <p>Yes</p>		<p>/ Interview</p> <p>Application Form</p> <p>Interview</p> <p>Interview</p>
<p><b>Communicating and Influencing:</b></p> <ul style="list-style-type: none"> <li>• Able to provide clear specialist guidance on complex issues</li> <li>• Able to develop understanding and achieve co-operation</li> <li>• Communication skills and willingness to engage in appropriate case discussion</li> <li>• Approachable, genuine, non-judgemental &amp; empathic</li> </ul>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>		<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>
<p><b>Other Skills and Behaviours:</b></p> <ul style="list-style-type: none"> <li>• Computer literate</li> <li>• Able to handle confidential material with discretion and sensitivity</li> <li>• Aware of institutional dynamics and willingness to participate in University life while respecting the needs of the service and its users</li> </ul>	<p>Yes</p> <p>Yes</p>	<p>Yes</p>	<p>Application form</p> <p>Application Form / Interview</p> <p>Application Form / Interview</p>
<p><b>Special Requirements:</b></p> <ul style="list-style-type: none"> <li>• To live, where relevant, in the accommodation provided by the University</li> <li>• Willingness to be flexible and work at different campuses of the University</li> <li>• To be released from their department to attend meetings, training and other general requirements as agreed</li> </ul>	<p>Yes</p> <p>Yes</p> <p>Yes</p>		<p>Interview</p> <p>Interview</p> <p>Interview</p>

## Job Hazard Analysis Form - Appendix to Job and Person Specification

Please tick **one** of the following statements:

This post is an office-based job with <b>routine</b> office hazards e.g. use of VDU (if ticked, no further information needs to be supplied)	
This post has <b>some hazards other than routine office</b> e.g. more than use of VDU	

Please tick all those that apply, and put N/A if not applicable

Environmental Exposures	O*	F	C
Outside work			
Extremes of temperature (eg fridge/ furnace)			
Potential for exposure to body fluids	##		
Noise (greater than 80 dba - 8 hrs twa)	##		
Exposure to hazardous substances (eg solvents, liquids, dust, fumes, biohazards). Specify .....	##		
Frequent hand washing			
Ionising radiation.			
<b>Equipment/Tools/Machines used</b>			
Food Handling	##		
Driving university vehicles(e.g. car/van/LGV/PCV)	##		
Use of latex gloves (note: prohibited unless specific clinical necessity)	##		
Vibrating tools ( e.g. strimmers, hammer drill, lawnmowers)	##		
<b>Physical Abilities</b>			
Load manual handling.			
Repetitive Crouching/Kneeling/Stooping			
Repetitive Pulling/Pushing			
Repetitive Lifting			
Standing for prolonged periods			
Repetitive Climbing i.e. steps, stools, ladders			
Fine motor grips (e.g. pipetting)			
Gross motor grips			
Repetitive reaching below shoulder height			
Repetitive reaching at shoulder height			
Repetitive reaching above shoulder height			
<b>Psychosocial Issues</b>			
Face to face contact with public		x	
Lone working		X	
Shift work/night work/on call duties	##		X

**O** - Occasionally (up to 1/3 of time); **F** - Frequently (up to 2/3 of time); **C** - Constantly (more than 2/3 of time) ## denotes to HR the need for a full PEHQ to be sent to all applicants for this position.

<b>FOR SCHOOL/SERVICE USE ONLY</b>	<b>ResourceLink Post Number</b>		
Which post does this job report to	Head of Support Services		
Is this post a Line Manager?	Yes	Yes	No
If yes, which posts directly report into it?	ResourceLink Post Number		
Post 1			
Post 2			
Post 3			
Post 4			
Post 5			
Post 6			
Post 7			
Post 8			
Please add additional rows as required			

## Appendix 8 - Proposed Residence Support Job Descriptions

### 2. Deputy Head of Residences (Glen Eyre, Wessex Lane or Small Halls)

#### Job Description and Person Specification



Job Description						
School/Department:	Student Services, Wellbeing, Support Services					
Post Title:	Deputy Head of Residences Support (Glen Eyre, Wessex Lane or Small Halls)					
Please enter Level under appropriate Career Pathway	ERE	TAE	MSA	CAO	R.Nurse	Clinical
ERE Category	Academic Posts			Non-Academic Posts		
	Academic (mixed)	Research only	Teaching only	Enterprise	Education Development	
Posts Responsible to (and Level):	Head of Residences Support -					
Posts Responsible for (and Level):	Residences Support Team Leaders Residences Support Advisors					
Job Purpose: <ol style="list-style-type: none"> <li>Supervise a team of part time staff in the support of a diverse, vibrant and study conducive community by providing a pastoral care and discipline service to the residents within University Accommodation</li> <li>Deputise for and Support the Head of Residences Support in provision of a complete service to meet the needs of Students and Staff at the University of Southampton.</li> </ol>						

<u>Key Accountabilities/Primary Responsibilities</u> (6-10 bullet points maximum)	% Time
<b>Analysis and Reporting</b> <ul style="list-style-type: none"> <li>Apply an understanding of the recording system to analyse and resolve problems to assist in the provision of appropriate records of all personal and other interactions with residents, with full adherence to data protection and confidentiality policies to meet both internal and external requirements</li> <li>Liaise with Head of Residences Support (and others) to asses complex situations and</li> </ul>	5%

<p>problems, specifically with regard to discipline issues or resident wellbeing and be involved in a decision making process with all stakeholders (University Residences, Schools and Support Services) to highlight and prioritise issues in which solutions to safeguard all residents are considered</p>	20%
<p><b>Customer/Service Support</b></p> <ul style="list-style-type: none"> <li>Assist the Head of Residences Support in facilitating specialist advice/training to all staff to ensure that support services are available to all residents and to maintain close liaison with other appropriate support services</li> <li>Consider a variety of approaches to maximise service quality, efficiency and continuity</li> <li>Oversee and report on the work of a team to meet appropriate quality standards in halls of residence.</li> <li>Ensure that all advice, support and disciplinary activity is conducted in accordance with Student Services' operational and administrative procedures E.g. Halls Regulations</li> </ul>	10%
<p><b>Planning and Organising</b></p> <ul style="list-style-type: none"> <li>Assist the Head of Residences Support in the development of the Residences Support Team, contributing to consistency across sites with regard to processes and policy feeding in specialist knowledge for the individual halls</li> <li>Contribute to the development of Support Services and the University-wide remit of Wellbeing</li> <li>Plan and prioritise team work and activity to enable staff to carry-out duties in response to the Head of Residences Support. Planning for peak operational times to ensure safe working practices and adequate staffing levels, e.g. intake weekend, end of term etc.</li> </ul>	5%
<p><b>Finance/Resource Management</b></p> <ul style="list-style-type: none"> <li>Provide input into the resource planning process to ensure that finances are appropriately managed</li> </ul>	20%
<p><b>Liaison</b></p> <ul style="list-style-type: none"> <li>Work with appropriate areas of Support Services within the University, such as the First Support Team, Counselling Team, Enabling Services, Academic Schools and others, in order strengthen the impact of the Support Services and wider provision, and influence the strategic development of student centredness across the University</li> <li>Maintain external links with relevant outside professional bodies and agencies relevant to counselling issues, such as eating patterns, abuse, bereavement, well being and others clients present with</li> <li>Deputise for Head of Residences Support in attending University committees and student case conferences where required</li> <li>Assist Head of Residences Support in working closely with the Hall Manager, University Residences staff, Community Relations, Students Union and other University support services in all matters relating to the pastoral support of residents within the Halls</li> </ul>	40%
<p><b>Management and Leadership</b></p> <ul style="list-style-type: none"> <li>Assist in the management of the Residences Support Team (Team Leaders, Advisors) as determined by the Head of Residences Support in relation to monitoring recruitment and retention, PPDR, monitoring absence and sickness and provide management information on the service when required, including training and consideration staff pastoral wellbeing</li> <li>Assist the Heads of Residences Support in the development of administrative activities/policies to improve and develop good practice and ensure consistency across all Residences Support Teams</li> <li>Assist the Heads of Residences Support in development of appropriate and current</li> </ul>	

training programmes which are made available to all Residences Support staff (Team Leaders and Advisors) involved in advice and guidance services

### **Student Services Department**

- Work with all areas of Wellbeing, University Residences and Education Support, within the Student Services Department, in order to generate and co-ordinate original ideas, strengthen the impact of both the Support Services and the other service areas, and to influence the strategic development of student centredness across the University
- Undertake such tasks as are reasonable requested by senior manager
- To respond to student crisis and emergencies as incidents arise, including the Student Services out of hours rota

Internal & External Relationships: (nature & purpose of relationships)

#### Internal

Wessex Needs Assessment Centre  
Enabling Services  
Dyslexia Service  
Diversity Office  
Advice and Guidance  
University Welfare Network  
Student Union  
Support Services  
University Residences  
Student Services  
University Chaplaincy  
Academic Schools

#### External

Health Centres  
Mental Health Forum  
Early Intervention in Psychosis Team  
Home Treatment Team (Mental Health Crisis)  
Police  
Hospitals  
Other voluntary and statutory agencies relevant to work of the service

**Special Requirements:**

- Maintain own physical & psychological well being so as to be able to manage a challenging situations
- To undertake training and personal development activities relevant to the post.
- Out of hours working will be required including evenings, weekends, bank holidays and University Closure Days.
- The post holder will be required to satisfactorily complete CRB clearance
- Participate in the Support Services on call rota for responding to University wide student crisis and Emergency

Person Specification			
Criteria	Essential	Desirable	How to be assessed
<b>Qualifications, Knowledge and Experience:</b> <ul style="list-style-type: none"> <li>• Qualified to degree level</li> <li>• Welfare related qualification</li> <li>• Relevant ongoing personal &amp; professional development</li> <li>• Experience of working in HE or other education setting or institution</li> <li>• Experience of referring on to other services to enable advising on practical issues to help resolve situations</li> <li>• Experience of dealing with student pastoral and disciplinary issues</li> <li>• Be employed within an academic or academic related post within the University of Southampton</li> </ul>	   Yes  Yes  Yes  Yes  Yes	   Yes  Yes    Yes	Application Form Application Form Application Form Application Form Application Form Application Form Application Form Application Form
<b>Planning and Organising:</b> <ul style="list-style-type: none"> <li>• Ability to research, prioritise, assess and prepare</li> <li>• Prioritisation of workload of others</li> </ul>	Yes Yes		Application form / Interview Application Form
<b>Problem Solving and Initiative:</b> <ul style="list-style-type: none"> <li>• Able to understand the current issues affecting the diverse range of students in halls of residence</li> <li>• Experience of crisis/conflict resolution work</li> </ul>	Yes Yes		Interview Interview
<b>Management and Teamwork:</b> <ul style="list-style-type: none"> <li>• Able to work both independently and as part of a team</li> <li>• Lead a Residences Support Team and residential community</li> <li>• Able to delegate effectively to Team Leaders and Advisors and understand individuals strengths and weaknesses to build effective teamwork</li> <li>• Able to provide peer support to colleagues</li> <li>• Able to proactively work with colleagues in other areas to achieve outcomes</li> </ul>	Yes Yes Yes Yes Yes		Interview Interview Interview Application Form / Interview

<p><b>Communicating and Influencing:</b></p> <ul style="list-style-type: none"> <li>• Able to provide clear specialist guidance on complex issues</li> <li>• Able to develop understanding and achieve co-operation</li> <li>• Communication skills and willingness to engage in appropriate case discussion</li> <li>• To liaise and work in a professional manner with a wide range of people departments and organisations</li> </ul>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>		<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>
<p><b>Other Skills and Behaviours:</b></p> <ul style="list-style-type: none"> <li>• Computer literate</li> <li>• Able to handle confidential material with discretion and sensitivity</li> <li>• Experience of student residential environments</li> </ul>	<p></p> <p>Yes</p> <p>Yes</p>	<p>Yes</p>	<p>Application form</p> <p>Application Form / Interview</p> <p>Application Form / Interview</p>
<p><b>Special Requirements:</b></p> <ul style="list-style-type: none"> <li>• To live, where relevant, in the accommodation provided by the University</li> <li>• Willingness to be flexible and work at different campuses of the University</li> <li>• To be released from their department to attend meetings, training and other general requirements as agreed</li> <li>• Submit and receive a satisfactory CRB check</li> </ul>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>		<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Post Interview</p>

## Job Hazard Analysis Form - Appendix to Job and Person Specification

Please tick **one** of the following statements:

This post is an office-based job with <b>routine</b> office hazards e.g. use of VDU (if ticked, no further information needs to be supplied)	
This post has <b>some hazards other than routine office</b> e.g. more than use of VDU	

Please tick all those that apply, and put N/A if not applicable

Environmental Exposures	O*	F	C
Outside work			
Extremes of temperature (eg fridge/ furnace)			
Potential for exposure to body fluids	##		
Noise (greater than 80 dba - 8 hrs twa)	##		
Exposure to hazardous substances (eg solvents, liquids, dust, fumes, biohazards). Specify .....	##		
Frequent hand washing			
Ionising radiation.			
<b>Equipment/Tools/Machines used</b>			
Food Handling	##		
Driving university vehicles(e.g. car/van/LGV/PCV)	##		
Use of latex gloves (note: prohibited unless specific clinical necessity)	##		
Vibrating tools ( e.g. strimmers, hammer drill, lawnmowers)	##		
<b>Physical Abilities</b>			
Load manual handling.			
Repetitive Crouching/Kneeling/Stooping			
Repetitive Pulling/Pushing			
Repetitive Lifting			
Standing for prolonged periods			
Repetitive Climbing i.e. steps, stools, ladders			
Fine motor grips (e.g. pipetting)			
Gross motor grips			
Repetitive reaching below shoulder height			
Repetitive reaching at shoulder height			
Repetitive reaching above shoulder height			
<b>Psychosocial Issues</b>			
Face to face contact with public		x	
Lone working		X	
Shift work/night work/on call duties	##		X

**O** - Occasionally (up to 1/3 of time); **F** - Frequently (up to 2/3 of time); **C** - Constantly (more than 2/3 of time) ## denotes to HR the need for a full PEHQ to be sent to all applicants for this position.

<b>FOR SCHOOL/SERVICE USE ONLY</b>	ResourceLink Post Number		
Which post does this job report to	Head of Residences Support		
Is this post a Line Manager?	Yes	Yes	No
If yes, which posts directly report into it?	ResourceLink Post Number		
Post 1			
Post 2			
Post 3			
Post 4			
Post 5			
Post 6			
Post 7			
Post 8			
Please add additional rows as required			

## Appendix 8 - Proposed Residence Support Job Descriptions

### 3. Residences Support Team Leader (Glen Eyre, Wessex Lane or Small Halls)

#### Job Description and Person Specification



Job Description						
School/Department:	Student Services, Wellbeing, Support Services					
Post Title:	Residences Support Team Leader (Glen Eyre, Wessex Lane or Small Halls)					
Please enter Level under appropriate Career Pathway	ERE	TAE	MSA	CAO	R.Nurse	Clinical
ERE Category	Academic Posts			Non-Academic Posts		
	Academic (mixed)	Research only	Teaching only	Enterprise	Education Development	
Posts Responsible to (and Level):	Head of Residences Support Deputy Head of Residences Support					
Posts Responsible for (and Level):	Residences Support Advisors					
<p>Job Purpose:</p> <ol style="list-style-type: none"> <li>To help ensure that the residents in University halls can reside in a place where they may thrive both academically and socially, and to that end fulfill a supportive pastoral role. To promote the creation of an environment where individuals are sensitive to, and aware of the need for co-operation and conduct within halls of residence. Further to ensure that the University and Hall Regulations are adhered to.</li> <li>Line Manage the Duty Residences Support Advisors and support the Head and Deputy Head of Residences Support in provision of a complete service to meet the needs of Students and Staff at the University of Southampton.</li> </ol>						

Key Accountabilities/Primary Responsibilities (6-10 bullet points maximum)	% Time
<p><b>Analysis and Reporting</b></p> <ul style="list-style-type: none"> <li>Apply an understanding of the recording system to assist in the provision of appropriate records of all personal and other interactions with residents, with full adherence to data</li> </ul>	10%

<ul style="list-style-type: none"> <li>protection and confidentiality policies to meet both internal and external requirements</li> <li>Ensure all accidents/incidents are appropriately reported according to protocol</li> </ul>	40%
<p><b>Customer/Service Support</b></p> <ul style="list-style-type: none"> <li>Organise and resolve queries/issues independently where possible, recommend alternative avenues when not able to resolve issues or refer to senior management when deemed appropriate or in emergency/crisis situations</li> <li>To act as the first point of contact in the hall when necessary for students or members of the public who may wish to contact a member of University staff about an accommodation related incident</li> <li>To display an awareness of the diverse needs and requirements of students in halls of residences and be prepared to respond appropriately in consultation with other members of the senior Residences Support Team. To be aware of the Support Services available for students.</li> <li>Ensure that all advice, support and disciplinary activity is conducted in accordance with Student Services' operational and administrative procedures E.g. Halls Regulations</li> <li>To preserve harmonious relations with local residents and other interested parties</li> <li>To display awareness of Halls Emergency Procedures and to report and breach when necessary</li> <li>To issue informal verbal warnings when these are considered necessary and to issue formal warnings and fines when any significant breach of halls regulations occur. Details must be recorded and Head or Deputy Head of Residences Support informed of all serious breaches.</li> </ul>	
<p><b>Planning and Organising</b></p> <ul style="list-style-type: none"> <li>Plan and prioritise team activities/development in response to direction from either Head or Deputy Head of Residences Support</li> <li>At the request of the Head of Residences Support provide additional cover and support for colleagues when necessary</li> </ul>	10%
<p><b>Liaison</b></p> <ul style="list-style-type: none"> <li>Work closely with all members of the Residences Support Team in all matters relating to the wellbeing and discipline of the residents and good ordering of the hall</li> <li>Work with appropriate areas of Support Services within the University, such as University Residences , First Support Team, Counselling Team, Enabling Services, Academic Schools and others, in order to effectively support residents</li> <li>Maintain external links with relevant outside professional bodies and agencies</li> </ul>	10%
<p><b>Management and Leadership</b></p> <ul style="list-style-type: none"> <li>To fulfil such duties as required by either the Head or Deputy Head of Residences Support and to assist in the creation of the duty rota when necessary</li> <li>To work in a team of Residences Support Advisors and other Team Leaders remaining flexible in the manner that duties are discharged</li> <li>To supervise and monitor the performance of designated Residences Support Advisors as required by the Head or Deputy Head of Residences Support.</li> <li>Provide support, advice and guidance to Residences Support Advisors and assistance to colleagues in discharging duties at any time upon request</li> <li>To be prepared to take part in informal team building events and formal training sessions</li> <li>To hold and treat as confidential any documentation relation to the halls or residents as may be required and ensure that new arrivals are welcomed and adequately briefed through the year</li> <li>To be responsible for all master keys, to not take them off site and ensure that residents do not have access to them.</li> </ul>	30%

## Student Services Department

- Work with all areas of Wellbeing, University Residences and Education Support, within the Student Services Department, in order to generate and co-ordinate original ideas, strengthen the impact of both the Support Services and the other service areas, and to influence the strategic development of student centredness across the University
- Undertake such tasks as are reasonable requested by senior manager deemed commensurate with the duties of the post

### Internal & External Relationships: (nature & purpose of relationships)

#### Internal

Wessex Needs Assessment Centre  
Enabling Services  
Dyslexia Service  
Diversity Office  
Advice and Guidance  
University Welfare Network  
Student Union  
Support Services  
University Residences  
Student Services  
University Chaplaincy  
Academic Schools

#### External

Health Centres  
Mental Health Forum  
Early Intervention in Psychosis Team  
Home Treatment Team (Mental Health Crisis)  
Police  
Hospitals  
Other voluntary and statutory agencies relevant to work of the service

### Special Requirements:

- To remain constantly on site during the hours of duty and to be contactable by internal or mobile telephone during those periods. To act responsibly and with sobriety throughout the hours of duty
- Maintain own physical & psychological well being so as to be able to manage a challenging situations
- To undertake training and personal development activities relevant to the post.
- To live in accommodation provided by the University and to be available for duties during evenings, weekends, bank holidays and University Closure Days.
- The post holder will be required to satisfactorily complete CRB clearance

Person Specification			
Criteria	Essential	Desirable	How to be assessed
<b>Qualifications, Knowledge and Experience:</b> <ul style="list-style-type: none"> <li>• Must be registered as a full time or part time PG or UG student at the University of Southampton, or be a paid member of staff working more than 10 hours a week at the University of Southampton</li> <li>• First Degree</li> <li>• Welfare related qualification</li> <li>• Relevant ongoing personal &amp; professional development</li> <li>• Experience of working in HE or other education setting or institution</li> <li>• Experience of referring on to other services to enable advising on practical issues to help resolve situations</li> <li>• Experience of dealing with student pastoral and disciplinary issues</li> </ul>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>Application Form</p> <p>Application Form</p> <p>Application Form</p> <p>Application Form</p> <p>Application Form</p> <p>Application Form</p> <p>Application Form</p>
<b>Planning and Organising:</b> <ul style="list-style-type: none"> <li>• Able to plan and organise own work load and prioritise effectively</li> </ul>	<p>Yes</p>		<p>Application form / Interview</p>
<b>Problem Solving and Initiative:</b> <ul style="list-style-type: none"> <li>• Able to understand the current issues affecting the diverse range of students in halls of residence</li> <li>• Experience of crisis/conflict resolution work</li> <li>• Excellent Decision making skills</li> </ul>	<p>Yes</p> <p>Yes</p>	<p>Yes</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p>
<b>Management and Teamwork:</b> <ul style="list-style-type: none"> <li>• Able to work both independently and as part of a team</li> <li>• Able to solicit ideas and opinions to help form specific plans</li> <li>• Able to positively influence the way a team works together</li> </ul>	<p>Yes</p> <p>Yes</p> <p>Yes</p>		<p>Interview</p> <p>Interview</p> <p>Interview</p>
<b>Communicating and Influencing:</b> <ul style="list-style-type: none"> <li>• Able to elicit information to identify specific</li> </ul>	<p>Yes</p>		<p>Interview</p>

needs for students			
<ul style="list-style-type: none"> <li>• Able to offer proactive advice and guidance to residents in hall and other staff</li> </ul>	Yes		Interview
<ul style="list-style-type: none"> <li>• To liaise and work in a professional manner with a wide range of people departments and organisations</li> </ul>	Yes		Interview
<ul style="list-style-type: none"> <li>• Excellent written and spoken communication with fluency in English</li> </ul>	Yes		Application Form / Interview
<b>Other Skills and Behaviours:</b>			
<ul style="list-style-type: none"> <li>• Computer literate</li> </ul>		Yes	Application form
<ul style="list-style-type: none"> <li>• Able to handle confidential material with discretion and sensitivity</li> </ul>	Yes		Application Form / Interview
<b>Special Requirements:</b>			
<ul style="list-style-type: none"> <li>• To live in the accommodation provided by the University</li> </ul>	Yes		Interview
<ul style="list-style-type: none"> <li>• Must be available for duties during the evenings, weekends, bank holidays and University Closure days</li> </ul>	Yes		Interview
<ul style="list-style-type: none"> <li>• Willingness to be flexible and work at different campuses of the University</li> </ul>	Yes		Interview
<ul style="list-style-type: none"> <li>• Submit and receive a satisfactory CRB check</li> </ul>	Yes		Post Interview

## Job Hazard Analysis Form - Appendix to Job and Person Specification

Please tick **one** of the following statements:

This post is an office-based job with <b>routine</b> office hazards e.g. use of VDU (if ticked, no further information needs to be supplied)	
This post has <b>some hazards other than routine office</b> e.g. more than use of VDU	

Please tick all those that apply, and put N/A if not applicable

Environmental Exposures	O*	F	C
Outside work			
Extremes of temperature (eg fridge/ furnace)			
Potential for exposure to body fluids	##		
Noise (greater than 80 dba - 8 hrs twa)	##		
Exposure to hazardous substances (eg solvents, liquids, dust, fumes, biohazards). Specify .....	##		
Frequent hand washing			
Ionising radiation.			
<b>Equipment/Tools/Machines used</b>			
Food Handling	##		
Driving university vehicles(e.g. car/van/LGV/PCV)	##		
Use of latex gloves (note: prohibited unless specific clinical necessity)	##		
Vibrating tools ( e.g. strimmers, hammer drill, lawnmowers)	##		
<b>Physical Abilities</b>			
Load manual handling.			
Repetitive Crouching/Kneeling/Stooping			
Repetitive Pulling/Pushing			
Repetitive Lifting			
Standing for prolonged periods			
Repetitive Climbing i.e. steps, stools, ladders			
Fine motor grips (e.g. pipetting)			
Gross motor grips			
Repetitive reaching below shoulder height			
Repetitive reaching at shoulder height			
Repetitive reaching above shoulder height			
<b>Psychosocial Issues</b>			
Face to face contact with public		x	
Lone working		X	
Shift work/night work/on call duties	##		X

**O** - Occasionally (up to 1/3 of time); **F** - Frequently (up to 2/3 of time); **C** - Constantly (more than 2/3 of time) ## denotes to HR the need for a full PEHQ to be sent to all applicants for this position.

<b>FOR SCHOOL/SERVICE USE ONLY</b>	<b>ResourceLink Post Number</b>		
Which post does this job report to	Head or Deputy Head of Residences Support		
Is this post a Line Manager?	Yes		No
If yes, which posts directly report into it?	ResourceLink Post Number		
Post 1			
Post 2			
Post 3			
Post 4			
Post 5			
Post 6			
Post 7			
Post 8			
Please add additional rows as required			

## Appendix 8 - Proposed Residence Support Job Descriptions

### 4. Residences Support Advisor (Glen Eyre, Wessex Lane or Small Halls)

#### Job Description and Person Specification



Job Description						
School/Department:	Student Services, Wellbeing, Support Services					
Post Title:	Residences Support Advisor (Glen Eyre, Wessex Lane or Small Halls)					
Please enter Level under appropriate Career Pathway	ERE	TAE	MSA	CAO	R.Nurse	Clinical
ERE Category	Academic Posts			Non-Academic Posts		
	Academic (mixed)	Research only	Teaching only	Enterprise	Education Development	
Posts Responsible to (and Level):	Head of Residences Support Deputy Head of Residences Support Team Leaders					
Posts Responsible for (and Level):	None					
<p>Job Purpose:</p> <p>1. To help ensure that the residents in University halls can reside in a place where they may thrive both academically and socially, and to that end fulfill a supportive pastoral role. To promote the creation of an environment where individuals are sensitive to, and aware of the need for co-operation and conduct within halls of residence. Further to ensure that the University and Hall Regulations are adhered to.</p>						

<u>Key Accountabilities/Primary Responsibilities</u> (6-10 bullet points maximum)	% Time
<p><b>Analysis and Reporting</b></p> <ul style="list-style-type: none"> <li>Ensure all accidents/incidents are appropriately reported according to protocol and paperwork completed as soon as practicable after responding to an incident</li> </ul>	10%
<p><b>Customer/Service Support</b></p> <ul style="list-style-type: none"> <li>Resolve standard queries/issues independently where possible, recommend alternative avenues when appropriate or refer to senior management when required or in</li> </ul>	60%

<p>emergency/crisis situations</p> <ul style="list-style-type: none"> <li>• To act as the first point of contact in the hall when necessary for students or members of the public who may wish to contact a member of University staff about an accommodation related incident</li> <li>• To display an awareness of the diverse needs and requirements of students in halls of residences and be prepared to respond appropriately in consultation with other members of the senior Residences Support Team. To be aware of the Support Services available for students.</li> <li>• Ensure that all advice, support and disciplinary activity is conducted in accordance with Student Services' operational and administrative procedures E.g. Halls Regulations</li> <li>• To preserve harmonious relations with local residents and other interested parties</li> <li>• To display awareness of Halls Emergency Procedures and to report any breach when necessary</li> <li>• To issue informal verbal warnings when these are considered necessary and to recommend formal warnings and fines to the Team Leader when any significant breach of halls regulations occur. Details must be recorded/attendance at subsequent disciplinary meetings required and Head or Deputy Head of Residences Support informed of all serious breaches</li> <li>• Ensure as far as possible that all guests are visiting at the invitation of hall residents and do not enjoy the use of hall facilities at the inconvenience or any resident</li> </ul>	
<p><b>Planning and Organising</b></p> <ul style="list-style-type: none"> <li>• At the request of the Head of Residences Support provide additional cover and support for colleagues when necessary</li> </ul>	10%
<p><b>Liaison</b></p> <ul style="list-style-type: none"> <li>• Liaise closely with the Team Leader (Head and Deputy Head of Residences Support when required) in all matters relating to the wellbeing and discipline of the residents and good ordering of the hall</li> <li>• Liaise with appropriate areas of Support Services within the University, such as University Residences , First Support Team, Counselling Team, Enabling Services, Academic Schools and others, in order to effectively support residents</li> <li>• Maintain external links with relevant outside professional bodies and agencies</li> </ul>	20%
<p><b>People Management</b></p> <ul style="list-style-type: none"> <li>• To fulfil such duties as required by either the Team Leader, Head or Deputy Head of Residences Support and to work in a team of other Residences Support Advisors remaining flexible in the manner that duties are discharged</li> <li>• To be prepared to take part in informal team building events and formal training sessions</li> <li>• To hold and treat as confidential any documentation relation to the halls or residents as may be required and ensure that new arrivals are welcomed and adequately briefed through the year</li> <li>• To be responsible for all master keys, to not take them off site and ensure that residents do not have access to them.</li> </ul>	10%
<p><b>Student Services Department</b></p> <ul style="list-style-type: none"> <li>• Work with all areas of Wellbeing, University Residences and Education Support, within the Student Services Department, in order to generate and co-ordinate original ideas, strengthen the impact of both the Support Services and the other service areas, and to influence the strategic development of student centredness across the University</li> <li>• Undertake such tasks as are reasonable requested by senior manager deemed commensurate with the duties of the post</li> </ul>	

Internal & External Relationships: (nature & purpose of relationships)

Internal

Wessex Needs Assessment Centre  
Enabling Services  
Dyslexia Service  
Diversity Office  
Advice and Guidance  
University Welfare Network  
Student Union  
Support Services  
University Residences  
Student Services  
University Chaplaincy  
Academic Schools

External

Health Centres  
Mental Health Forum  
Early Intervention in Psychosis Team  
Home Treatment Team (Mental Health Crisis)  
Police  
Hospitals  
Other voluntary and statutory agencies relevant to work of the service

**Special Requirements:**

- To remain constantly on site during the hours of duty and to be contactable by internal or mobile telephone during those periods. To act responsibly and with sobriety throughout the hours of duty
- Maintain own physical & psychological well being so as to be able to manage a challenging situations
- To undertake training and personal development activities relevant to the post.
- To live in accommodation provided by the University and to be available for duties during evenings, weekends, bank holidays and University Closure Days.
- The post holder will be required to satisfactorily complete CRB clearance

Person Specification			
Criteria	Essential	Desirable	How to be assessed
<p><b>Qualifications, Knowledge and Experience:</b></p> <ul style="list-style-type: none"> <li>• Must be registered as a full time or part time PG or UG student at the University of Southampton, or be a paid member of staff working more than 10 hours a week at the University of Southampton</li> <li>• First Degree</li> <li>• Welfare related qualification</li> <li>• Relevant ongoing personal &amp; professional development</li> <li>• Experience of working in HE or other education setting or institution</li> <li>• Experience of referring on to other services to enable advising on practical issues to help resolve situations</li> <li>• Experience of dealing with student pastoral and disciplinary issues</li> </ul>	<p>Yes</p> <p></p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p></p> <p>Yes</p> <p>Yes</p> <p></p> <p>Yes</p> <p></p> <p>Yes</p>	<p>Application Form</p> <p>Application Form</p> <p>Application Form</p> <p>Application Form</p> <p>Application Form</p> <p>Application Form</p>
<p><b>Planning and Organising:</b></p> <ul style="list-style-type: none"> <li>• Able to plan and organise allocated work activities individually and assist in the effective organisation of non-standard tasks</li> </ul>	<p>Yes</p>		<p>Application form / Interview</p>
<p><b>Problem Solving and Initiative:</b></p> <ul style="list-style-type: none"> <li>• Able to understand the current issues affecting the diverse range of students in halls of residence</li> <li>• Experience of crisis/conflict resolution work</li> <li>• Good Decision making skills whilst working within standard procedures</li> </ul>	<p></p> <p>Yes</p>	<p>Yes</p> <p>Yes</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p>
<p><b>Management and Teamwork:</b></p> <ul style="list-style-type: none"> <li>• Able to contribute to team efficiency through sharing information and constructively supporting others</li> <li>• Show commitment to the role of Residences Support Advisor</li> <li>• Liaise professionally with a widerange of people and departments</li> </ul>	<p>Yes</p> <p>Yes</p> <p>Yes</p>		<p>Interview</p> <p>Interview</p> <p>Interview</p>

<p><b>Communicating and Influencing:</b></p> <ul style="list-style-type: none"> <li>• Able to seek and clarify detail</li> <li>• Able to offer proactive advice and guidance to residents in hall and other staff</li> <li>• To explain procedures and provide assistance where necessary</li> <li>• Excellent written and spoken communication with fluency in English</li> </ul>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>		<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Application Form / Interview</p>
<p><b>Other Skills and Behaviours:</b></p> <ul style="list-style-type: none"> <li>• Computer literate</li> <li>• Able to handle confidential material with discretion and sensitivity</li> </ul>	<p>Yes</p>	<p>Yes</p>	<p>Application form</p> <p>Application Form / Interview</p>
<p><b>Special Requirements:</b></p> <ul style="list-style-type: none"> <li>• To live in the accommodation provided by the University</li> <li>• Must be available for duties during the evenings, weekends, bank holidays and University Closure days</li> <li>• Willingness to be flexible and work at different campuses of the University</li> <li>• Submit and receive a satisfactory CRB check</li> </ul>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>		<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Post Interview</p>

## Job Hazard Analysis Form - Appendix to Job and Person Specification

Please tick **one** of the following statements:

This post is an office-based job with <b>routine</b> office hazards e.g. use of VDU (if ticked, no further information needs to be supplied)	
This post has <b>some hazards other than routine office</b> e.g. more than use of VDU	

Please tick all those that apply, and put N/A if not applicable

Environmental Exposures	O*	F	C
Outside work			
Extremes of temperature (eg fridge/ furnace)			
Potential for exposure to body fluids	##		
Noise (greater than 80 dba - 8 hrs twa)	##		
Exposure to hazardous substances (eg solvents, liquids, dust, fumes, biohazards). Specify .....	##		
Frequent hand washing			
Ionising radiation.			
<b>Equipment/Tools/Machines used</b>			
Food Handling	##		
Driving university vehicles(e.g. car/van/LGV/PCV)	##		
Use of latex gloves (note: prohibited unless specific clinical necessity)	##		
Vibrating tools ( e.g. strimmers, hammer drill, lawnmowers)	##		
<b>Physical Abilities</b>			
Load manual handling.			
Repetitive Crouching/Kneeling/Stooping			
Repetitive Pulling/Pushing			
Repetitive Lifting			
Standing for prolonged periods			
Repetitive Climbing i.e. steps, stools, ladders			
Fine motor grips (e.g. pipetting)			
Gross motor grips			
Repetitive reaching below shoulder height			
Repetitive reaching at shoulder height			
Repetitive reaching above shoulder height			
<b>Psychosocial Issues</b>			
Face to face contact with public		x	
Lone working		X	

Shift work/night work/on call duties	##		X
--------------------------------------	----	--	---

**O - Occasionally** (up to 1/3 of time); **F - Frequently** (up to 2/3 of time); **C - Constantly** (more than 2/3 of time) ## denotes to HR the need for a full PEHQ to be sent to all applicants for this position.

<b>FOR SCHOOL/SERVICE USE ONLY</b>		<b>ResourceLink Post Number</b>	
<b>Which post does this job report to</b>		<b>Head or Deputy Head of Residences Support</b>	
<b>Is this post a Line Manager?</b>	<b>Yes</b>	<b>No</b>	
<b>If yes, which posts directly report into it?</b>	<b>ResourceLink Post Number</b>		
Post 1			
Post 2			
Post 3			
Post 4			
Post 5			
Post 6			
Post 7			
Post 8			
Please add additional rows as required			