

Post Title:	Senior Community Warden Coordinator
Responsible to:	Student Community & Welfare Manager
Responsible for:	Community Warden Assistant and Student Community Wardens
Grade:	Guild Grade 6

Organisation:

This role is part of the Student Community Welfare department working collectively with colleagues delivering the Guild's support activity for students living in University and nominated accommodation. The department sits within the Support & Representation Directorate.

Job Purpose:

The Senior Community Warden Coordinator role is to supervise, develop and support staff to deliver the Student Community & Welfare departmental plan. Acting as a role model for the required standard of values, behaviour and performance, we expect Senior Coordinators to help to create an inclusive and engaging environment for all.

The role is required:

- To supervise the Community Warden Scheme to support the implementation of the Guild's Community Strategy.
- To be responsible for supervising core and student staff members within the Community Warden team
- To strengthen the student and community relationships, increasing student participation in community-based volunteering led projects and promoting the environmental activity within the local community.

Success in the role will require a highly student and customer focused approach together with an emphasis on teamwork. The role involves collaboration with internal and external stakeholders, acting as a positive ambassador for the Guild and facilitating under-represented groups to find a comfortable place here.

Supporting a culture of ambitious targets and the evaluation and promoting a positive team spirit are also key. Senior Coordinators are expected to act as role models for the Guild's competency framework, which should be read in conjunction with this job description.

Duties and Responsibilities

1. To work with the Student Community & Welfare Manager to ensure the successful implementation and maintenance of the Community Warden Scheme Project
2. To develop initiatives that support the Community strategy of the Guild of Students and foster positive relationships between students and the local community
3. To supervise, support and develop relevant staff and volunteers within Community Wardens, ensuring effective recruitment, induction and development in line with the Guild's policies and competency framework
4. To develop and maintain effective working relationships with key staff at the University of Birmingham, the City Council, the Police and other internal and external stakeholders
5. To increase the range and volume of community events that demonstrate the value of the University and students within the local community
6. To develop and implement plans and initiatives for the scheme that will lead to future improvements, including new and enhanced income streams
7. To broaden the scope of environmental activity within the local community to follow the NUS Green Impact quality standard; including maintaining the regular Junkbusters activities and other sustainability initiatives
8. To develop large scale community events that provide a profile with our local and external community partners
9. To support elected officers with sufficient information to enable them to actively engage with community activities.
10. To attend community meetings as appropriate in relation to the work of the Community Warden Scheme, including meetings with the City Council to ensure the requirements of students in the community are considered

11. To develop and maintain relationships with local schools in the community to broaden the scope and impact of the Community Wardens
12. To implement and monitor relevant policies and procedures for the Community Warden Scheme.
13. To work evenings and weekends as appropriate to ensure effective engagement with the local community at events determined by the Student Community & Welfare Manager.
14. To assist the Student Community & Welfare Manager with preparing the budget for Community Warden activity and to be responsible for reporting on it, maintaining accurate records of activity and expenditure in accordance with the Financial Procedures Manual
15. To actively look for ways to work smarter and to identify improvements, such as efficiencies or service enhancements through research and other evidence sources, and to recommend these to the Student Community & Welfare Manager for consideration.
16. To develop and maintain effective working relationships key internal and external stakeholders.
17. To affiliate to relevant bodies and establish a network of contacts and related service providers at local, regional and national levels, as necessary.

General Duties:

1. To undertake appropriate induction and ongoing training and personal development, as required for the role.
2. To adhere to all Guild policy with reference to HR, staffing, health and safety, data protection, environmental and any other specific Guild Policy which impacts upon your role or that of the team.
3. To be familiar with the Guild's competency framework, striving always to demonstrate the positive behaviours which drive the highest standards of personal and organisational performance in supporting our students. As People managers, Senior Coordinators should be developing within level 2 (manager) of the six competencies (Student and Customer Focus, Accountability, Results Focus, Inclusivity, Communication and Teamwork) and within level 1 of the 'Motivational Leadership' competency, which is designed to support staff to achieve high performance.

4. To act as a role model in portraying a positive image of the Guild both internally and externally, acting as an ambassador and displaying high standards of personal integrity and professionalism.
5. To support the Student Community & Welfare Manager and the wider work of the department, where necessary, in the event of sickness, holiday or other exceptional circumstances.
6. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.

Person Specification: Senior Community Warden Coordinator

You must be able to demonstrate in your application that you have;

	Essential	Desirable
QUALIFICATIONS		
Good general education, typically to degree standard, including Maths and English at least to GCSE or equivalent	✓	
Recognised management training or qualification		✓
KNOWLEDGE AND EXPERIENCE		
Demonstrable experience of working within a community-based environment.	✓	
Demonstrable experience of developing and maintaining relationships with internal and external stakeholders	✓	
Experience of working within and monitoring a budget	✓	
Experience of delivering large scale events with numerous stakeholders	✓	
Experience of communicating effectively with students, members and stakeholders both in one-ones and in groups	✓	
Experience of managing or supervising staff and volunteers		✓
SKILLS AND ABILITIES		
Knowledge and understanding of key policy areas relating to community work.	✓	

Ability to effectively promote, deliver and evaluate a service	✓	
Ability to present information clearly and concisely in writing or verbally, with excellent written and spoken English	✓	
Information gathering and/or research skills, for example acquiring knowledge	✓	
Ability to work using own initiative	✓	
Computer literacy - standard office software including spread sheets and keyboard skills	✓	
Ability to balance the needs of individuals and team/organisation and a wide range of stakeholders	✓	
Ability to contribute to organisation-wide initiatives	✓	
Ability to encourage excellence and a learning and development culture	✓	
Ability to take a constructive and co-operative approach to solving problems	✓	
Ability to interpret policies and procedures	✓	
An understanding of the current issues facing Higher Education students		✓
Ability to encourage excellence and support a learning and development culture	✓	
PERSONAL QUALITIES		
Motivated by working in a student-led, democratic workplace	✓	
Inclusivity - celebrates and supports equality and diversity and acts as a role model in creating a welcoming and inclusive environment	✓	
Student & Customer Focus: Highly responsive to students' issues and concerns, and driven to improve service delivery	✓	
Teamwork: Open and approachable - able to engage students and colleagues at all levels	✓	
Results Focus: Flexible approach - able to modify plans to achieve the best outcome	✓	
Results Focus: Resilient – can maintain direction and support colleagues in difficult situations	✓	
Motivational Leadership: Inspires, coaches and supports people to achieve their best	✓	
Accountability: Attention to detail, follows-up on actions and opportunities to improve	✓	
Communication: Able to present a case confidently and persuasively	✓	

