



Where students are at home.

Host Student Housing Management (UK) Limited

Job Description

Post:	Student Warden
Pay:	£12.21 per hour
Status:	Fixed Term Contract
Location:	Trust House, The Northfield & Northernhay House, Exeter
Line Manager:	Area Manager
Responsibility:	To be on call for specified hours

About us

Host Student Housing Management (UK) Ltd have more than 20 years' experience in developing, building, operating, and owning student accommodation in the UK and Europe. In 2016 we launched the student facing brand, **Host** – the **HO**me for **ST**udents.

What we do

Welcoming. Happy. Helpful. We're here to provide a stress-free living experience for students and see them get the most out of their experience while at university or college. We're everything a good HOST should be.

We're caring, knowledgeable and trustworthy. We're modern and easy going. We don't make a fuss. We keep things simple. Get things sorted. And work hard behind the scenes to create a student home that is a calm, stress-free, fun place to be, free from the pressures and worries of the outside world. Exactly how a home should feel.

Why work for us

We think you'll like being with us. We're supportive and on your level. We strive to offer the best student experience in our market. And we work together to deliver nothing less than brilliance to our students, our investment partners and our university partners.

We keep it casual, easy going, and fun. We're a friendly and approachable bunch. We're here to offer good advice and listen, when needed. We're here for our staff every step of the way. No question is ever too big or too small. We value all input and contribution.

And as a result of our people's hard work and dedication, we're proud to have won some awards. Not just for the quality accommodation and service we provide to our students, but we've also been awarded Investors in People accreditation.

We recognise the importance and value of our people, and the incredible contributions they make to ensure a safe, friendly, and comfortable environment for our students to live in. We lead, support, and manage our people well for sustainable results.

We think of ourselves as one big family, here to make our students feel at home, working together to show how great a true Host can be.

REQUIREMENTS

- Must be customer focused
- Must possess excellent organisational and communication skills with the ability to multi-task
- Self-motivated and possessing the ability to work on own initiative as well as within a team
- Ability to manage time effectively and independently.
- Ability to meet deadlines and work under pressure effectively
- Ability to demonstrate an objective, professional and calm approach when handling difficult situations
- Willingness to be flexible, to offer a 'can-do' attitude to ensure the completion of what is required
- Works well under pressure
- Able to follow clear instruction
- Able to give clear instruction
- Responsible master key holder

MINIMUM STANDARDS OF PERFORMANCE

To assist with the following operations: -

1. Main Purposes

- 1.1 To be 'on duty' on the premises for the specified hours and remain in the property throughout the entire shift
- 1.2 To be 'on call' for the specified hours

- 1.3 To be the first point of contact for all students and visitors to the property
- 1.4 To carry the duty mobile phone when on duty and on call and to always answer it promptly and politely

2. Key Duties

- 2.1 Arrival Days: On arrival days the warden is expected to be available to welcome new or returning students. Duties may include administering keys, showing students their rooms and the rest of the facilities.
- 2.2 Departure Days: On departure days the warden is expected to assist in the checking out process
- 2.3 General administration and reporting procedures
- 2.4 Dealing with any property related issues in a timely manner, following up any unresolved matters and engaging with other colleagues and management when necessary.
- 2.5 To maintain an up to date record of all events/incidents occurring in the property whilst on duty and report to the Property Manager as necessary and in the cases of serious incidents, immediately.
- 2.6 Not to allow entry to unauthorised visitors
- 2.7 To ensure that the site is always secure and safe.
- 2.8 To take on the role of Fire Warden when on duty or to assist the student warden who is on duty. NB: full training will be provided including the property fire panel and participating in fire drills and practices.

3. Customer Service

- 3.1 Dealing with day-to-day enquiries from residents and the public, both face to face and by telephone. To cope in busy situations and to be able to deal effectively with difficult customers.
- 3.2 Providing reception support, customer service and safety support (including key management and handling lock outs) outside of normal daytime opening hours, supporting daytime hours when required.
- 3.3 Assisting all customers in a professional and courteous manner, communicating effectively both face to face and on the telephone, showing empathy and responding with urgency to customer requests.
- 3.4 To have an awareness of student welfare issues and to keep the Property Manager and informed of any matters that may arise in the accommodation relating to this
- 3.5 Registering of residents and their guests as and when required. Assisting with the check in and check out process.

4. Compliance and Accountability

- 4.1 To follow direction and ensure statutory obligations and Company Policy relating to Privacy and Data Protection law are observed.
- 4.2 To follow guidance on statutory compliance and associated best practice for Health and Safety, ensuring all legal requirements and Host directives or procedures are adhered to. Ensuring that all work undertaken in the accommodation meets the highest safety standards in line.

5 Promotion of the Host brand

- 5.1 To assist with the promotion of the Host brand at all times, both on-site and off-site as required. To assist with marketing activities such as flyering, housing fairs, brand awareness events, promotional activities.
- 5.2 To assist with on-site events organised for residents ensuring maximum customer involvement both during the day, and for events that occur out of office hours.
- 5.3 To act as the designated responsible person if required at any event organised on site for residents. To contact a member of management or maintenance staff immediately in the event of any management or discipline issues.
- 5.4 To assist in social media and blog content to promote the accommodation across various platforms whilst representing the Host brand at events or social activities.
- 5.5 To promote the accommodation at the Host brand in a positive manner at all times both to students outside the residence and to existing residents who may be looking for accommodation for the following year

6 Teamwork

- 6.1 Working collaboratively to help support the overall operational team to deliver its business plan and broader objectives.
- 6.2 Working in a collegiate and supportive manner with colleagues, ensuring opportunities to share best practice are utilised.

The foregoing will involve irregular hours, days, and attendance, and is not intended to be an exhaustive list of duties of the post. Tasks of a similar nature may be allocated by the Property Manager, not least of which shall be those seen as contributing to the general overall development of the service provided.

Requirements Accepted: Signed: -

Printed: -

Date: -