

**University of Derby Job Description**

# **Job Summary**

## **Job Title**

Community Supervisor

## **College/Department**

DSRL (Student Living)

## **Location**

Peak Court, Derby

## **Job Reference Number**

0567-21

## **Salary**

£23,725 - £25,944 per annum pro rata (plus 15% shift allowance)

## **Reports To**

Operations Manager

## **Line Management Responsibility**

Yes

# **Job Description and Person Specification**

## **Role Summary**

To provide, through a team of staff, excellent customer service in delivering pro-active night time community supervision and wellbeing support to students in Halls of Residence.

## **Principal Accountabilities**

1. Maintain site security and promote community cohesion through completion of the following non-exhaustive tasks: patrolling the site both internally and externally, intervening in disputes and disruptive or anti-social behaviour, unauthorised persons exclusion, monitoring breaches of the student lettings agreement and other approved Policies and Procedures.
2. To lead a team of Community Supervisors – including some external contractors - in delivering a pro-active night-time community supervision service and wellbeing support to students in Halls of Residence.
3. To ensure a customer focused and positive experience for all students residing in DSRL Halls of Residence upholding the Universities values and behaviours.
4. To line manage, motivate, support and develop a Community Supervisors team to maximise their performance in delivering their responsibilities and objectives.
5. To assist in the recruitment, selection and training of team members.
6. To undertake monthly meetings with Community Supervisor staff that are recorded, ensuring effective communications between team members and their respective sites, acting as the teams spokesperson.
7. To support team members in a responsive manner, ensuring the safety and wellbeing of the staff team and University students.
8. To assist in the management of Critical Incidents in line with agreed Policy and Procedure.
9. To support and promote student wellbeing amongst the student community, and report types of behaviour that may substantiate students needing support to the Hall Manager or Welfare Team.
10. To prepare written statements and reports following any significant security or student wellbeing issue using approved site and company protocols.
11. To maintain and support the team in maintaining appropriate boundaries between themselves and the students for whom they are providing a service.
12. To pro-actively manage noise challenges on site within agreed procedures.
13. To act as a point of contact and manager representative for student complaints, enquiries, maintenance reports, student wellbeing matters and deal with site fire prevention and control together with administration of initial First Aid treatment.
14. To develop good working relationships with the emergency services, reporting any breaches of security or crime occurring outside the site and complying with any reasonable requests from the Police where site security or student safety and wellbeing may otherwise be compromised.
15. To follow company Health and Safety Policies and assist with Health and Safety audits and risk assessments to provide onsite support to promote theft prevention, accident prevention and safety protection mitigating risks that could affect day to day operations on site.
16. To establish effective working relationships with the respective site teams and the security team and any other third party contractor delivering similar services, contributing to developments and improvements in service delivery.
17. To actively promote equality, diversity and cohesion of the site community recognising the different needs of all students.
18. Assist in the arrival and departure of students from Halls of Residence.
19. To undertake any other reasonable duties commensurate with the responsibilities of the role.

## **Person Specification**

### **Essential Criteria**

#### **Qualifications**

* Supervisory/Management qualification or comparable knowledge gained through experience
* English and Maths GCSE or equivalent

#### **Experience**

* Previous experience of working with young people or vulnerable adults
* Previous Supervisory/Management Experience and proven leadership skills.
* Understanding and knowledge of Equality and Diversity
* Experience of incident investigation and reporting

#### **Skills, knowledge & abilities**

* Good interpersonal skills
* IT skills with experience in using Microsoft office
* Proven conflict management skills
* Report writing skills
* Customer service skills
* Excellent people management
* Pro-active, flexible and approachable

#### **Business requirements**

* Willingness and ability to travel between sites in a time and cost effective manner

### **Desirable Criteria**

#### **Qualifications**

* SIA Badge
* First Aid at Work
* Mediation
* Conflict Management
* IOSH
* Customer Service

#### **Experience**

* Appreciation of the student life-style

# **Benefits**

As well as competitive pay scales, we offer generous holiday entitlement. We also offer opportunities for further salary progression based on performance, and the opportunity to join a contributory pension scheme.

The University of Derby is committed to promoting equality, diversity and inclusion. However you identify, we actively celebrate the knowledge, experience and talents each person brings

For more information on the benefits of working at the University of Derby go to [the Benefit pages of our website.](https://jobs.derby.ac.uk/display.aspx?id=1912&pid=0&tabId=230)