

Job description

3 July 2024

On Site Accommodation & Welfare Officer – Out of Hours

Context

INTO is an organisation working in partnership with leading UK and US universities and investing in the development of world-class student study centres. It specialises in preparing international students for undergraduate and postgraduate study with both academic and English language support. The courses at our Centres, upon successful completion, guarantee progression to leading UK and US undergraduate and postgraduate courses as well as stand-alone English language courses. INTO Manchester is a wholly owned INTO University Partnerships venture

Reporting line

The On Site Accommodation and Welfare Officer will report to INTO Manchester Accommodation and Welfare Manager.

Job Purpose

INTO Manchester provide residential accommodation for their students. These will be based over several residential sites within Manchester city centre. We have contracts and agreements with external student accommodation providers. Whilst most of the accommodation buildings we use have their own onsite security, it is INTO's duty to provide extra support to our students during their stay.

The purpose of the role is to ensure that INTO Manchester has appropriate cover in place to fulfil its safeguarding commitments, to provide a supportive and friendly environment in accommodation for INTO Students and to ensure that the accommodation is kept in good order

The actual working hours may vary depending on the needs of the business but will mainly fall between 5pm and 6am on a rota basis 7 days a week.

Key accountabilities and duties

- To welcome students on arrival and respond to student needs outside of office hours; assisting and signposting as required.

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- To be responsible for an out of hours emergency phone and responding appropriately to arising situations, escalating to the Centre SMT when the situation falls outside the scope of responsibility,
- To foster a community spirit in the residences supported by the INTO residential tutors
- To assist in delivering a thorough and diverse social programme for students.
- To monitor Under 18's in residence in line with INTO Manchester's Child Protection Policy, ensuring they are in their rooms after curfew hours and following up if anyone is not on site.
- To receive and record appropriate authorisation for Under 18s wishing to spend time away from accommodation.
- To communicate with the centre and outside bodies and parents any issues with Under 18s that may need addressing.
- To assist the Welfare Team and Centre Safeguarding Board by addressing, supporting and reporting any areas of concern for the welfare of students in terms of changes in student behaviour socially and in their living style
- To have a working knowledge of INTO systems, CPOMS, Salesforce, Room Service and INTO Connect.
- To assist and support in the recruitment, training and co-ordination of the residential tutors through regular meetings with the tutors and INTO Manchester accommodation staff.
- To be key point of contact for special groups.
- To respond to INTO arrival and exit surveys and student feedback results to suggest and implement areas of improvement in the student living experience.
- To follow up on any special needs requirements of individual students.
- To support and facilitate the integration of students by way of social events, kitchen management and coordination of the meet and greet of new students on arrival in residence.
- To co-ordinate INTO Manchester airport presence at key intakes
- To arrange regular kitchen meetings for a) new arrivals and b) during term time to address any problems,
- To assist the INTO Manchester teams in following up with students who have poor attendance, welfare issues or have called in sick
- To promote good order in the residence and ensure it is a friendly and welcoming environment for students and ensuring that students are compliant with the policies and regulations of the residence.
- To resolve flat disputes and report or escalate them to Accommodation and Welfare Manager as appropriate
- To be responsible for keeping the Accommodation and Welfare Manager/Head of Student Services up to date of any concerns and/or behavioural issues at the residence;
- To be responsible for co-ordination of regular room checks and reporting these to Accommodation and Welfare Manager;
- To be responsible for reporting building faults or the need for additional cleaning requirements,
- To organise and oversee the preparation of rooms for new students,
- To assist with the orientation and arrival weekends for new students, which may include organising local area tours, assisting in checking students in, taking them to the Centre for registration, general 'meet and greet' service and/ other activities associated with student inductions;
- To organise and oversee the departure and check out of students at the end of their course by working closely with other colleagues in the INTO Manchester accommodation team.
- To participate in a rota to work onsite and/or on-call during holiday periods, such as Christmas, Easter, Bank holidays as and when necessary;
- To ensure first aid arrangements are adequately publicised within the accommodation;
- To assist in emergencies or incidents and recording them on Incident Forms accordingly;
- To keep abreast of the fire evacuation procedures / practices onsite;
- To attend training, such as first aid, fire marshal or safeguarding training that are related to the role;
- To attend regular meetings with the Accommodation and Welfare Manager and/or Head of Student Services;
- To sign-post students to get further help and liaising where necessary with the student support services, and emergency services;
- To provide monthly feedback/report to Accommodation and Welfare Manager
- To keep updated with the INTO Child Protection policy, health and safety procedures and first aid training and attend any relevant courses.
- To adhere to the Confidentiality and Data Protection Policy at all times (e.g. being aware of information kept in room, disclosing information to different sources, confidential conversations with students

Your job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request. Some travel may be required.

We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working.

Location

Varies across each academic year. The post will be expected to move across accommodation sites on a rota basis and in response to arising situations.

The post holder will be provided with an environment conducive to the work to be carried out across various sites with adequate IT provision and secure holdings for private, valuable items.

Safeguarding

As part of our Safeguarding procedures, applicants are asked to note that:

- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- appropriate suitability checks will be required prior to confirmation of appointment.

This role meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment will be subject to a criminal record check from the Criminal Records Bureau before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

See next page for person specification.

Person specification

	Essential	Desirable
Legal status	<ul style="list-style-type: none"> • Appropriate DBS disclosure will be required prior to confirmation of appointment. • Eligible to work legally in the UK 	
Academic qualifications	<ul style="list-style-type: none"> • Educated to Degree level or equivalent • Proficient in Microsoft Office 	
Experience and achievements	<ul style="list-style-type: none"> • Experience of logistical planning – rotas, timetables • Experience of working with databases / systems • Experience of working in a high level Customer Service environment • Experience of working in a team • Experience of Cultural Differences • Experience of working with International Students 	
Skills	<ul style="list-style-type: none"> • Good diplomatic and negotiating skills • Knowledge and understanding of the range of problems experienced by students • Ability to motivate and influence • Excellent customer care skills • Excellent oral, listening and written communication skills • Good written and spoken English • Ability to relate to a wide variety of people • Good problem solving skills • Strong observational skills • Good team player • Ability to remain calm under pressure • Good time management skills • Flexibility and willingness to work unsocial hours • Committed and responsible for promoting and safeguarding the welfare of children and young adults including an awareness of Prevent 	<ul style="list-style-type: none"> • Second language (eg: Chinese, Arabic, Russian)
Expertise	<ul style="list-style-type: none"> • Conflict Resolution • Mediating between people and teams • Planning and working methodically • Reporting 	