

Campus Support Officer

Department:	Accommodation Services, Student Support Services
Grade/ Salary:	Grade 5, £30,629 – £34,919 (inclusive of London weighting)
Contract Type:	Permanent
Hours:	35 hrs per week (full time)
Location:	New Cross, London

Goldsmiths

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

We are happy to supply information in alternative formats for disabled applicants. Please contact hr-recruitment@gold.ac.uk to make your request.

Student Experience Directorate

The student experience is at the centre of everything we do here at Goldsmiths. Whether it be through our research inspired teaching, an ever innovative curriculum or vibrant extracurricular and support offering, we have an unshakeable commitment to



Passionate about advancing equality
and celebrating diversity.
Together, we are different



improving the experience of our diverse population.

The Student Experience Directorate is the part of Goldsmiths Professional Services that leads on the development and provision of outstanding student facing services. The directorate is responsible for ensuring that every student at Goldsmiths has an excellent student experience.

Working collaboratively, the directorate aims to attract the best talent possible to Goldsmiths, to steward them through from enquiry to application and enrolment, and the subsequently into their student experience and to support them to be successful students and graduates. The team coordinates a full suite of co-curricular activities in order to develop and support our students and works in partnership with our academic departments.

The Department

Accommodation Services is one of the professional service departments within Student Support Services and one that underpins the student journey. We endeavour to engage our students on a number of levels to encourage our students thrive at Goldsmiths, engage with the general life of the University and in turn enhance their academic endeavours. Accommodation Services is committed to providing students with excellent customer service; providing transparent procedures and responding to customer feedback.

The Accommodation Services team work alongside, and in support of, the academic departments and other professional services at Goldsmiths, to make sure every student gets the support, information and advice they need to fully engage with the University, the wider community and their peers.

Job description

Reporting to: Accommodation and Campus Life Manager

Summary:

The Campus Support Officers (CSOs) are established posts within Accommodation Services who work across the Student Experience Directorate. The team of CSOs

provide out-of-hours pastoral service and support, and general advice and assistance to residents on site, as well as to all students at Goldsmiths, University of London. They actively engage with the student community to provide support and guidance, both online through various platforms and on campus, including face to face. They can offer appointments and organise drop-in sessions for students at key points, such as the library and Students' Union, among others, and they are the first port of call for out-of-hours enquiries from residents in our student accommodation, students at Goldsmiths and other stakeholders.

Shifts for this post will cover evening support, with three shifts from 6pm to 6am or 4pm to 4am every week. The working hours will include working over College closures and bank holidays, and equivalent time off in lieu will be granted. Due to the nature of the role, on-campus presence during the hours of the service will be required during every shift. This role can be offered to one person full-time.

General duties:

A Campus Support Officer will be a great communicator and listener, enjoy working with students, and be able to make decisions independently as the hours of the service are outside normal office hours. CSOs work together as a team by effectively handing over any important information to the next CSO on duty, and by liaising and communicating with a number of stakeholders in response to incidents and/or to ensure students are receiving the care and support needed. The role requires initiative, enthusiasm and drive to enhance services to students, systems and processes which contribute to a high-quality student experience, as well as attention to detail and willingness to keep up to date with policies, regulations and protocols with the University and in the sector. You will be able to demonstrate a commitment to the highest level of customer service, an understanding of and empathy to the needs of a diverse and multi-national student and local community. You will also have experience of providing support and advice, with the ability to respond to crisis and deal with complex cases and issues and escalate to management or signpost to other services, when appropriate.

- To provide an excellent customer-focused service to students at Goldsmiths at all times, supporting the Accommodation Services department and Student Support Services at Goldsmiths, enhancing the student experience and offering support and

advice with regards to a variety of student issues, signposting students and other stakeholders to services within the University, as well as external services

- To support and contribute to the delivery of on campus events including: Welcome Week, International Orientation, Open Days, Graduation Ceremonies and some corporate events
- At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths' Health and Safety Codes of Practice and Policy
- To have an understanding of the College's commitment and regulatory obligations towards the Accommodation Codes
- To contribute to the ongoing implementation of excellent services for the enhancement of the student experience at Goldsmiths
- To support Accommodation Services to move forward with their Strategic Objectives within the boundaries of the role
- To ensure that you are aware of and aligned with Goldsmiths' Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity
- To be committed to personal professional development, to ensure highest quality of service to students

Specific duties:

- To play a leading role in the pastoral care of all residents, students and campus users. Provide wellbeing support and act as a main point of contact, providing support in the moment, and at times referring students to specialist or emergency services, or to other services within the College
- To be the first point of contact to deal with a wide range of incidents involving Goldsmiths' students. To be visible, contactable and readily available to deal with any incidents in halls on campus such as anti-social behaviour, noise, illness and welfare related matters, and to mediate in student disputes
- To proactively engage with residents in student accommodation, with vulnerable students and with those under the age of 18
- To assist the department in the dissemination of information and guidance
- To carry out telephone or face-to-face assessment of a student's needs in response to an enquiry or incident
- To consider the most appropriate form of action to resolve out-of-hours problems/incidents through effectively liaising with on-site staff at various halls of

residences, Campus Security and all other stakeholders at our partner and nomination halls

- To assist with monitoring and analysing patterns of unacceptable behaviour and the development of strategies for dealing with them effectively
- To maintain accurate daily records of interactions and incidents, and to produce clear and concise reports by use of standard reporting mechanisms
- To work closely with the Wellbeing team to monitor and support students, in particular those living in student accommodation, experiencing mental distress and/or those considered to be at risk. To contribute to the delivery of individual support plans and facilitating support from local NHS specialist services, out-of-hours services or emergency services if/when required
- To proactively assist Accommodation Services with the day to day activities and operations of the department during the yearly accommodation cycle
- To assist the Accommodation Services team with students moving into halls out of office hours using a variety of computer systems used for 'check ins'
- To provide a warm welcome to new arrivals in halls, working in partnership with other teams in the directorate and helping to co-ordinate intake and departure of students
- To proactively foster good relationships and community spirit between residents, staff, and with the local residential community. To participate in the resolution of issues raised by members of the local residential community
- To help maintain the Residence Life social media channels and be closely involved in organising and delivering events to all Goldsmiths halls in line with our Residence Life programme
- To work on key campaigns such as 'Welcome' and University Mental Health Week in conjunction with teams across the College, such as the student Resident Experience Coordinators, Students' Union and Support Services stakeholders
- To assist in the effective resolution of student disputes. To facilitate flat meetings with residents, offering practical advice and promoting a harmonious and inclusive living environment
- To provide practical support and assistance to other teams and residents on campus, especially out-of-hours when other support on campus will be limited
- To manage enquiries through the Campus Support mailbox and phone lines, as well as through other communication channels. To assist and respond to out-of-hours accommodation enquiries, including general student queries and recording information on various IT systems

- To deliver excellent front line customer service via email, telephone and in person
- To contribute to the delivery of our customer centric processes and standards to enhance the student experience, in particular within the residences
- To be knowledgeable and to keep up to date with information on University and departmental services, as well as policies, regulations and protocols with the University and in the sector
- To attend training and team meetings, where required
- You will be required to undertake any other duties as may reasonably be required

Additional Information

Please note that the role is a full-time campus-based role and during working hours you will need to be able to travel to our student accommodation on and off campus, as well as access areas of campus and student residences that have stairs.

The Campus Support out-of-hour service is an all-year-round service. During bank holidays and during the College closure periods the Campus Support Offices provide essential out-of-hours support on a rota basis. In periods of pressure, when the department is particularly busy, annual leave restrictions will be in place. This includes: a three-week period in September/October to cover the week prior to move-ins, the 'Welcome' period, and the start of teaching; a three-week period in May and June during which the main undergraduate examinations take place; additional restrictions may be introduced at other times of the year with appropriate notice.

Person Specification

Detailed below are the types of qualifications, experience, skills and knowledge which are required of the post holder. Selection will be made upon evidence of best-fit with these criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

Employment is conditional on completing a successful Disclosure and Barring Service (DBS) due to the nature of the role which includes working with those under 18 years of age and/or vulnerable individuals.

The Category column indicates the method of assessment:

A = Application form

I = Interview

P = Presentation

C = Certificate

T = Test

R = Reference

	Category
Essential Criteria 1 - Qualifications	
Educated to first degree standard or equivalent experience, preferably in a relevant area	A, C
Desirable Criteria 1 - Qualifications	
A relevant Social Work/Youth Work qualification	A, C
First Aid at Work qualified	A, C
Mental Health First Aid qualification	A, C
Any other Mental Health, First Aid, or related training or qualification	A, C
Essential Criteria 2 - Experience	
Experience of administration and working within defined procedures and processes	A, I
Proven track record of working independently and on own initiative in a higher education, student accommodation or similar setting	A, I
Delivering excellent front line customer service via email, telephone and in person	A, I
Dealing with sensitive situations, responding to crisis, conflict resolution and managing challenging behaviour	A, I, P, T
Writing accurate reports and case notes	A, I
Desirable Criteria 2 - Experience	
Working in a support, care or advice field, in particular with vulnerable or young people – This might be in a voluntary capacity	A, I
Working with a diverse and multicultural student community	A, I
Essential Criteria 3 – Knowledge	
A sound understanding of support and services in the local area	A, I
A sound understanding of wellbeing and mental health challenges that students face and of support available via various sources	A, I, P
All relevant legislation e.g. Health & Safety, equality, safeguarding, vulnerable adults and Data Protection	A, I

Desirable Criteria 3 - Knowledge	
Understanding of the Higher Education sector	A, I
Knowledge of the diverse needs of students living in residential accommodation	A, I
Essential Criteria 4 - Skills	
Excellent written, oral and interpersonal communication skills, and able to relate to a wide range of customers and stakeholders	A, I, P
Strong teamwork skills and the ability to work in a co-ordinated manner, sharing information and liaising with various stakeholders	A, I
Proficiency with the use of Microsoft Excel, Outlook and Teams; comfortable with the use of customer data software, social media platforms and willingness to undertake training in the use of new platforms and software	A, I, T
Ability to work with confidential information in line with GDPR. A sound understanding and adherence to confidentiality, professional boundaries, discretion and diplomacy	A, I
Commitment to personal and professional development, and willingness to attend training, where required	A, I
To be adaptable and have a flexible approach to work	A, R
To be reliable and punctual	A, R
To understand and be committed to equal opportunities, diversity and inclusion	A, I
Desirable Criteria 4 - Skills	
Mediation and conflict resolution skills	A, I

Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked before the first day of appointment.

For more information about the role, please contact Violaine Le Breton, Accommodation and Campus Life Manager, e-mail: V.Lebreton@gold.ac.uk

March 2023

Summary of Benefits

If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with comprehensive and innovative staff development and wellbeing programmes.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement
- Membership of USS or LPFA pension scheme, dependent upon grade
- Maternity, paternity, shared parental leave and adoption leave and pay
- Contractual sick pay provision
- Access to an Employee Assistance Programme, offering 24/7/365 confidential and free advice, support and information service on a range of personal, family or work related matters.
- Free eye tests
- Cycle to work scheme
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#)
- Access to University of London facilities such as [Senate House Library](#)

Further information

For more information about Goldsmiths, please visit gold.ac.uk/about

Thank you for your interest in working with us, we wish you all the best with your application.