Campus Support Officer

<table>
<thead>
<tr>
<th>Department:</th>
<th>Accommodation Services, Student Support Services</th>
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</thead>
<tbody>
<tr>
<td>Grade/ Salary:</td>
<td>Grade 5, £33,294 – £37,655 (inclusive of London weighting)</td>
</tr>
<tr>
<td>Contract Type:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Hours:</td>
<td>35 hrs per week (full time)</td>
</tr>
<tr>
<td>Location:</td>
<td>New Cross, London</td>
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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.

As a college we are working to tackle inequality in all its forms and are working to promote equality on grounds of race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibilities. We are keen to attract candidates from diverse backgrounds who share our commitment to creating an inclusive culture in which all students and staff can thrive.

Information for candidates with disabilities can be found on our Disability & Individual needs page. We are happy to supply information in alternative formats for applicants if required. Please contact hr-recruitment@gold.ac.uk to make your request.

Passionate about advancing equality and celebrating diversity.
Together, we are different
Accommodation Services is one of the professional service departments within Student Support Services and one that underpins the student journey. We aim to encourage our students to thrive at Goldsmiths, to 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.

Accommodation Services work alongside, and in support of, the university academic departments and other professional services, 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) deliver a critical role within Accommodation Services, and they contribute to the delivery of frontline and day-to-day operations within Accommodation Services. The team of CSOs provide out-of-hours pastoral service and support, and knowledgeable and accurate advice and assistance on a variety of issues to residents in student accommodation, 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 key and senior stakeholders.

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.

The Campus Support Officers work individually as well as together as a team by effectively handing over any important information to the next CSO on duty, and by liaising and communicating with key 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 structured support and accurate information 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.

Shifts for this post will cover evening support, with three shifts from 6pm to 6am, or occasionally 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.

Main 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 deliver excellent customer service online, over the telephone and in person, 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 assist the department in the dissemination of information and guidance
- To carry out an online, 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, effectively liaising with 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
• 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 and record interactions and enquiries in person, online, 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 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
• You will be required to undertake any other duties as may reasonably be required
• To contribute to the delivery of on campus events (Welcome Week, International Orientation, Open Days, Graduation Ceremonies among others)
• Ensure that you are aware of and aligned with Goldsmiths’ Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity
• To attend training and team meetings, where required, and to be committed to personal professional development, to ensure highest quality.
• You will be based on campus, but may be required to travel to our halls
• To contribute to the Department’s efforts and commitment to the UUK Code of Practice for Student Accommodation and any audits in relation to the Code, ensuring operations and activities with students are in-keeping with the two main codes of standards in student accommodation
• 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
• 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

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 accommodation 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.

4 Goldsmiths, University of London, New Cross, London, SE14 6NW
**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.

The Category column indicates the method of assessment:

- **A** = Application form
- **C** = Certificate
- **I** = Interview
- **R** = Reference
- **T** = Test
- **P** = Presentation

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<thead>
<tr>
<th>Essential Criteria 1 - Qualifications</th>
<th>Category</th>
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<tbody>
<tr>
<td>A degree in a relevant subject, or equivalent experience</td>
<td>A, C</td>
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<tr>
<th>Desirable Criteria 1 - Qualifications</th>
<th>Category</th>
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<tbody>
<tr>
<td>Mental Health First Aid qualification or related training or qualification</td>
<td>A, C</td>
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<tr>
<td>A relevant Social Work/Youth Work qualification</td>
<td>A, C</td>
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<tr>
<td>First Aid at Work qualified</td>
<td>A, C</td>
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<tr>
<th>Essential Criteria 2 - Experience</th>
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<tr>
<td>Proven track record of working independently and on own initiative whilst adhering to organisational policies and processes</td>
<td>A, I</td>
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<tr>
<td>Delivering excellent front line customer service (online, phone, in person)</td>
<td>A, I, T</td>
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<tr>
<td>Responding to incidents and crisis in a calm and confident manner</td>
<td>A, I, P, T</td>
</tr>
<tr>
<td>Dealing with urgent and sensitive situations with tact and diplomacy</td>
<td>A, I</td>
</tr>
<tr>
<td>Calmly responding to challenging behaviour or situations</td>
<td>A, I</td>
</tr>
<tr>
<td>Experience of working with limited or no supervision</td>
<td>A, I</td>
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<tr>
<td>Writing accurate reports and case notes</td>
<td>A, I</td>
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<thead>
<tr>
<th>Desirable Criteria 2 - Experience</th>
<th>Category</th>
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<tbody>
<tr>
<td>Working in a HE institution, support, care or advice field, in particular with vulnerable or young people (including in a voluntary capacity)</td>
<td>A, I</td>
</tr>
<tr>
<td>Working in student accommodation, PBSA or similar organisation</td>
<td>A, I</td>
</tr>
<tr>
<td>Working with a diverse and multicultural student community</td>
<td>A, I</td>
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<tr>
<th>Essential Criteria 3 – Knowledge</th>
<th>Category</th>
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<tr>
<td>Being able to signpost to support and services in the local area</td>
<td>A, I</td>
</tr>
<tr>
<td>A sound understanding of wellbeing and mental health challenges that students face and the resources available to support them</td>
<td>A, I, P</td>
</tr>
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</table>
Understanding of the HE sector and the challenges and diverse needs of students, in particular those living in student accommodation

All relevant legislation (e.g. Health & Safety, equality, vulnerable adults and Data Protection among others)

**Desirable Criteria 3 - Knowledge**

Student Finance, funding and other support mechanisms for students

The Codes of Practice for student accommodation and housing law

**Essential Criteria 4 - Commitment**

To be committed to working within the hours of the service (out of hours, including bank holidays and College closure)

To attend training as requested by the role

To be reliable and punctual

To be adaptable and have a flexible approach to work

**Essential Criteria 5 - Skills**

Proficiency with the use of Microsoft Excel, Outlook and Teams

Excellent written, oral and interpersonal communication skills, and able to relate to a wide range of customers and key stakeholders

Strong teamwork skills and the ability to work in a co-ordinated manner, sharing responsibilities, information and liaising with various stakeholders

Comfortable with the use of customer data software and platforms

Commitment to personal and professional development, including the confident use of new software

A sound understanding and adherence to professional boundaries

Experience of dealing with confidential information in line with GDPR

Attention to detail, highly organised and able to prioritise effectively

To understand and be committed to EDI

Demonstrable mediation and conflict resolution skills

Employment is conditional on completing a successful Enhanced Disclosure and Barring Service (DBS). This due to the nature of the role which includes working with those under 18 years of age and/or vulnerable individuals. In line with our DBS policy, a DBS renewal check will be required every 3 years.

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 Flora Cipullo, Deputy Head of Accommodation Services, tel. 020 7919 7192, e-mail f.cipullo@gold.ac.uk.

June 2024
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 plus additional closure days at Christmas and Easter
- 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: www.gold.ac.uk/about

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