



Student Welcome Representative Responsibilities

Academic Year 2010/11

Reports to: University of Chichester Students' Union General Manager

Period of Responsibilities: For a period of nine weeks starting on Saturday 4th September 2010 until Friday 5th November 2010.

Welcome Representatives will need to be available to attend two weekends training (Saturday/Sunday 4th & 5th + 11th & 12th) plus a team building exercise before new students arrive in halls of residence. You will also be providing help to students during Intake Weekend, on the last weekend of September and at other special event periods.

Outline of Responsibilities: The Welcome Representative is responsible for promoting and enhancing student engagement. They will be expected to actively participate and lead ice breaking sessions, visit halls of residence to check on student progress, work closely with fellow student hall reps, UCSU & accommodation and identify students who may be struggling to settle in and integrate. You will emphasise the building of a sense of community within the residences as well as the performance of task centred activities.

PLEASE NOTE: **Welcome Representatives do NOT live in halls of residence.**

Any students' who have received disciplinary or banning procedures from accommodation will not be considered for the role. Any students who have had banning orders from UCSU bars/facilities during 2009/10 academic year will also not be considered.

Welcome Representatives must NOT be seen to participate in, or encourage students to take part in drinking games and/or initiation ceremonies.

Principal Responsibilities:

Administrative

1. Attend induction training sessions (Maximum 8 hours).
2. Assume a proactive role in new student orientation
3. Check Welcome Rep email daily.
4. Maintain active contact with the Accommodation Office & UCSU.
5. Participate in performance review process with UCSU

General Responsibilities

1. Maintain a high profile and accessible presence for both residents and other Student Hall and Welcome Representatives.
2. Assist residents with social engagement programmes and identify students who are struggling to integrate socially whilst practising confidentiality and referral to appropriate other resources/services. This includes recognising problems and potential problems.
3. Create an environment in which individual differences are respected and celebrated.
4. Be a responsible role model by upholding and abiding by all University regulations including the Accommodation and UCSU Code of Conduct.
5. Maintain positive communication with fellow Students, Staff, Student Hall Representatives, UCSU and other University staff



6. Be aware of student issues.
7. Work closely alongside Student's Union representatives and Student Services to promote activities which contribute to a beneficial and supportive living/learning atmosphere in residences.
8. Report back issues/matters to UCSU with the aim to help improve the provision offered.

Arrival Day

1. Assist UCSU with the organisation of Welcome Crew.
2. Assist students with luggage and show students to their rooms
3. Lead a scheduled one hour social engagement session late in the afternoon. Initiating ice-breaking games and offer information about the local area.
4. Attempt where possible to engage face to face with every student in designated halls on the first day.
5. Assist UCSU in running a variety of events for students in the evening; to include a non-alcoholic event.

First Week after Arrival Day (Week 3)

1. Visit their designated halls of residence twice in the first week in two two hour long sessions.
2. Co-operate with UCSU & fellow reps to lead and initiate a daytime cross campus event on the first weekend (Saturday 25th & 26th September)

Second Week until End of Position (Weeks 4 – 9)

1. Visit their designated halls of residence for two one hour sessions each week.
2. Attend a meeting with Accommodation Staff, Hall Representatives, UCSU and Student Support in Weeks 4, 6 and 8.
3. Promote University and Union services and events.

Final Week (Week Nine)

1. Lead a handover session with the new in-house 'Block Representative'.

Policy Enforcement

1. Be aware of all University policies/procedures relating to the residential environment.
2. Help residents understand the realistic consequences of their behaviour.
3. Be alert to early signs of potential problems and adopt University preventative measures as appropriate.

Special Features

1. **Commitments** – Commitments that may conflict with undertaking the Student Welcome Representative Responsibilities should be approved by UCSU.
2. **Policy Compliance** – All applicants must comply with UCSU code of conduct and the University equality policy.
3. **Bursary** – Welcome Representatives will be paid a total bursary payment of £200. These are made in two payments; the first consisting of £50 and the second consisting of £150 paid on successful completion of their roles and responsibilities and satisfactory attendance.
4. **Incentive** – Welcome Representatives will receive a free NUS Extra card and may receive other UCSU performance-based incentives at the discretion of UCSU.



Benefits of Becoming a Welcome Representative

1. Adds transferable skills to a students CV such as team building, motivating others, problem solving and being a leader
2. The chance to meet new people and make new friends
3. £200 bursary paid in split payments over semester one during periods where finances may be a struggle as well as additional UCSU incentive(s)

If you are interested in undertaking the responsibilities of a Welcome Representative or have any questions, please email b.mccarthy@chi.ac.uk or send your up to date CV and responses to the following 6 questions to Brendan McCarthy, UCSU Vice-President at the Bishop Otter Campus by 5pm Friday 30th April 2010 at the latest.

- 1) What course are you studying?
- 2) What course year are you currently in?
- 3) Do you live closer to Chichester or Bognor Regis?
- 4) What has been your best experience at the University of Chichester and why?
- 5) Why do you feel you would be successful as a Welcome Representative?
- 6) List experiences and qualifications you have that are relevant to the responsibilities of a Welcome Representative?

(100 – 150 words maximum response per question please)

Principal Attributes and Person Specification:

	Essential	Desirable	Evidenced through
Knowledge and Qualifications	<p>A registered full-time student of University of Chichester.</p> <p>Knowledge and understanding of University support services.</p> <p>Ability/ availability to undertake training related to promoting a diverse residential community.</p> <p>Ability/ availability to undertake training to gain a greater understanding of social engagement.</p> <p>Ability/ availability to attend a UCSU and accommodation induction course on two weekends before residential students arrive.</p> <p>Adequate CRB (Enhanced level) or an agreement to a check prior to undertaking responsibilities.</p>	<p>At least one semester of group living experience in a University or similar residence and be in good standing with University of Chichester.</p>	<p>Application/CV Documentary Evidence</p>



<p>Skills</p>	<p>Excellent verbal communication skills and good written skills.</p> <p>Good listening skills.</p> <p>Experience of working in a team.</p> <p>Ability to organise complex workload and prioritise conflicting demands.</p> <p>Demonstrate/ Proven ability to work well in social situations.</p> <p>Willingness to have hands on involvement and have a pro active approach.</p> <p>Ability to work with confidential information in a professional manner.</p> <p>Ability to use own initiative and innovation to resolve situations within boundaries, policy and procedures.</p> <p>Ability to organise complex workload and prioritise conflicting demands.</p> <p>Experience in team building or team leadership.</p>		<p>Application/CV Interview/Task References</p>
<p>Experience</p>	<p>Ability to promote tolerance and respect.</p> <p>An understanding of student concerns.</p>	<p>Experienced in the use of Microsoft Office applications, Word, Email.</p>	<p>Application/CV Interview References</p>
<p>Personal attributes</p>	<p>Effective team player.</p> <p>Outgoing personality with an understanding of all students needs including Disabled, Mature, International and Post-Graduate students</p>		<p>Interview References</p>



	<p>Ability to motivate, lead and maintain engagement</p> <p>Possess a polite, helpful, pleasant manner.</p> <p>Approachable with the ability to build effective relationships with students.</p> <p>Reliable and punctual.</p> <p>Demonstrate emotional maturity.</p> <p>Willingness to confront problematic situations and take effective action when necessary.</p> <p>Self motivated.</p> <p>Willingness to support initiatives to improve service.</p> <p>Strong commitment to equality of opportunity and diversity.</p> <p>Flexibility in relation to time commitment to role.</p>		
--	--	--	--

April 2010