

King's Residences FAQ

Residences Welfare Lead Recruitment

About the role

What does the volunteer role entail?

Residences Welfare Leads are actively studying, full time post-graduate students, students who are actively studying a second undergraduate degree full time (and who can evidence having completed 1 undergraduate degree already) or full-time employees at King's College London that live in student accommodation and volunteer to help King's Residences deliver on student's wellbeing initiatives. This covers student welfare and conduct, peer support and building a safe and nurturing environment for all residents. This is a fantastic opportunity for those looking to make a real impact to students that would otherwise find life at university extremely hard.

Can I apply if I will be studying an Undergraduate degree course?

Residences Welfare Leads are recruited for their experience in academia as well as their life experience. For this reason, we would only accept applicants on an UG course if they can evidence that they have already completed a 3-year UG degree (or equivalent) and that their new course would therefore be their second UG degree. This includes students on the Graduate Entry Medicine programme.

Who will my manager be?

Residences Welfare Leads will report into their designated Senior Residence Welfare Leads (also volunteers). Senior Residence Welfare Leads report into the Residences Wellbeing Manager (a full-time staff role who works within the King's Residences Management team).

Can I apply to be a Senior Welfare Lead?

Successful Residences Welfare Leads will be invited to apply to become Senior Residences Welfare Leads once we have the finalised pool of candidates. Only Welfare Leads with 12 months experience can apply to be a Senior Welfare Lead.

What is the rota pattern and what are the "on-call" duty hours?

This will depend on the building you volunteer in and the number of co-RWLs you have. Our larger buildings have bigger teams. Usually, the shifts work out that you do one week on-call, followed by 1-2 weeks off call depending on the building. During the week on-call, you will be required to be within 10minutes of the residence between the hours of 8:00pm and 8:00am Monday-Sunday. On a weekend you will also be on call from 8am-8pm and you can be up to an hour away from site during these daytime hours. On bank holidays, only the 8pm-8am on-call hours apply. Bank holidays are considered a "weekend day" so weekend on-call hours apply.

What support is available to me in the role?

The RWL role is challenging, diverse and can be very emotional at times. We ensure every team member gets monthly reflection meeting as a fixed opportunity to debrief with their Senior Welfare Lead. A Senior Welfare Lead can be contacted anytime for immediate support or to organise a 1-2-1 if you need more support. In cases where more professional support is required, Occupational

Health may become involved to support you or the Employee Assistance Programme through King's is available for support in the role. There will also be termly team meetings that bring the wider RWL team together to giving them an opportunity to learn from one another and reflect on best practice. We also encourage peer-to-peer support, with the opportunity to engage in the buddy-support system within the team and ad-hoc peer support drop in sessions.

What benefits are there to the Residence Welfare Lead position?

The role is a fantastic opportunity for personal and professional growth and there are lots of individual benefits of volunteering. The training provided gives you accredited, recognised certifications in First Aid, Mental Health First Aid, ASIST and Sexual Violence Awareness. Further benefits include: all rent and bills are covered and included as part of your contract, all housing is within zones 1-2 so are close in proximity to work/studies at King's, you become part of a fantastic network of like-minded individuals and have full access to the health and fitness options available at King's.

Applications

What is the deadline for applications?

Applications will remain open until the first week of May. This is subject to the number of applications received, and this deadline can be extended if more time is needed. Given the high number of applications we usually receive, we encourage you to submit your application as soon as you can to avoid disappointment.

Selection Process

What are the steps in the selections process?

Firstly, you will need to complete the online application form. We also encourage you to attend one of the "Becoming a Residences Welfare Lead" sessions – even if you have volunteered as a Warden or Welfare Lead in previous years. Information sessions are being hosted on the digital platform Microsoft Teams – the link to join these sessions is provided on the website where you will find a timetable for these virtual sessions. These sessions are designed to give you a clearer idea of the role and you will have the opportunity to hear about the lived experiences of current RWLs. Once we have received your application, we will confirm whether you have been shortlisted for the next stage of the selection process within three weeks of your application being received. Successful applicants will be invited to attend a panel interview that will also involve an independent written task.

Becoming a Welfare Lead Digital Sessions

<u>Date</u>	<u>Time (UK GMT)</u>	<u>Location</u>	<u>Session</u>
Thursday 23 rd March 2023	1pm	Microsoft Teams	Click here to join the meeting
Thursday 30 th March 2023	4pm	Microsoft Teams	Click here to join the meeting
Monday 3 rd April 2023	5:30pm	Microsoft Teams	Click here to join the meeting
Monday 24 th April 2023	5:30pm	Microsoft Teams	Click here to join the meeting

When will I find out if I am successful?

Appointments will be made once every applicant has been interviewed. We aim to inform applicants no later than the end of May 2023.

When will I be informed if I am unsuccessful at any point during the selection process?

All applicants will be notified within three weeks at each stage of the selection process.

Will all the correspondence occur by email?

Yes, all correspondence will be via the email address you provide when submitting the application form. Please where possible use your KCL email.

Accommodation

Do I have to apply for my accommodation?

Yes, if you are an undergraduate or postgraduate student applying to become a Residences Welfare Lead or Community Facilitator you should still apply for accommodation. In the event you are unsuccessful in your application, this ensures you still have a Residences application in place to secure your room for next year.

Members of staff applying to become a Residences Welfare Lead do not need to apply for accommodation.

When do I have to apply for my accommodation?

Candidates for the Residences Welfare Lead (if students) and CF positions must ensure they submit their accommodation offer by 8th June 2023 to guarantee a room for the academic year 23/24. If you are chosen to be an RWL volunteer, we will remove your accommodation booking for you and allocate you the RWL accommodation. You will not be charged.

Do I have to pay for my accommodation?

No - Residences Welfare Leads are volunteers who receive free accommodation, as living on site is a compulsory requirement of their volunteer role.

When do I have to move in?

Residences Welfare Leads are required to move in on 1st August 2023 to be ready for their training to start on 2nd August 2023.

Am I able to choose the residence where I will volunteer/live?

The accommodation preference stated on your accommodation application will be considered when we allocate you to your home residence. We cannot guarantee you will be placed into your chosen residence. Decisions about volunteer allocation will take into consideration your preference as well as team dynamic, experience and reasonable adjustments.

If you are a staff member applying to become a Residences Welfare Lead, we will ask for any preferences to be stated at the interview, as you will not be required to apply for accommodation.

What happens if I am successful but don't like the residence that was allocated to me?

Successful candidates are grouped together to ensure a cohesive and well-balanced team in each of the King's Residences. Whilst swaps may be possible at the time of job/accommodation offer, they cannot be guaranteed. If successful applicants do not wish to take up tenancy at their allocated residence, they will be required to decline their volunteer placement offer and no further volunteer offers will be made.

What happens to my offer of accommodation if I decide to withdraw my acceptance to the job offer/resign at a later stage?

If you resign from your post prior to commencing your accommodation with us, your accommodation contract will be automatically cancelled as you would have been allocated a staff room instead of a student room.

You will be able to request to be reconsidered for accommodation, but you should be aware that after 1st June 2023, the chances of receiving a new accommodation offer are very slim as all places will have been allocated to other students. You therefore may need to go on a waiting list or seek alternative accommodation outside King's Residences.

Who will I live with?

Depending on the Residence that you are allocated to will depend on who you live with. In some cases, Residences Welfare Leads live in studio apartments within the Residence, which are entirely independent units built for 1 person to live in. In some other Residences, the Welfare Lead will live within a designated Welfare Lead flat and will share communal facilities with their Co-Lead.

Can my partner live with me?

In certain circumstances there may be an opportunity for your partner to reside with you in the residence (please note there will be a fee for this). Please speak to the Residences Wellbeing Manager for more information.

Move In Weekend

Will I be required to volunteer on move-in weekends?

Early arrivals will begin on 9/10th September 2023 and then the main move in weekend will be 16/17th September 2023. You will be expected to help on the main move in weekend along with the residences team and in the days leading to the big days helping the team prepare the residence for the new arrivals. You should expect to volunteer long hours on those days and help around as much as you can – no job is too little when it comes to preparing to welcome hundreds of new residents (and their families and friends sometimes!)

Volunteer Agreement

What are the volunteer agreement dates?

Residences Welfare Leads are volunteers and so we do not put a “contract” in place per se. All volunteers are asked to sign an agreement with King’s Residences, which starts on 1st August 2023 and will end on either 24th June 2024 or 31st of July 2024 – depending on the residence you are allocated to. The Volunteer Agreement exists between you as a volunteer, and King’s Residences, and is an agreement of trust which sets out the framework and details of the volunteering arrangement.

Home Residence

Residence Welfare Leads will be allocated to one of our Residence buildings below. Some of our buildings are for Undergraduate students only, who are on 40 week contracts ending in June 2023. Other buildings stay open for the entire academic year. Please see the list below of buildings, the number of RWL positions based at each building and the RWL volunteer agreement dates per building. **Please note: the number of RWL positions at each building is subject to change and these numbers are a guideline only.**

<u>Residence</u>	<u>Number of RWL positions</u>	<u>Volunteer Agreement Dates</u>
Great Dover Street Apartments	3	Dates 1/8/24 until 31/7/24
Stamford Street Apartments	2	Dates 1/8/24 until 31/7/24
Wolfson House (covering Orchard Lisle as well)	3	Dates 1/8/24 until 31/7/24
Julian Markham House	2	Dates 1/8/24 until 22/6/24*
Angel Lane	3	Dates 1/8/24 until 31/7/24
Hayloft Point – Middlesex St.	2	Dates 1/8/24 until 31/7/24
City – Vine Street	3	Dates 1/8/24 until 31/7/24
Moonraker Point	2	Dates 1/8/23 until 23/6/24*
Vauxhall	2	Dates 1/8/24 until 31/7/24
Atlas	3	Dates 1/8/24 until 31/7/24
Canada Water	2	Dates 1/8/23 until 22/6/24*

**These buildings will be empty over summer 2023 and we will therefore not be able to house RWLs here until September 2023. This will mean RWLs allocated to these sites will need to live in a temporary flat with us over the summer 2023 and move in permanently in September 2023.*

How much will I get paid?

Residences Welfare Leads are considered to be 'Voluntary Workers' in accordance with Section 44 of National Minimum Wage Act 1998. In order to carry out duties effectively, Residences Welfare Leads

are required to sleep in accommodation provided by the College. The College covers the cost of the accommodation.

Do I get annual leave?

No. The Residences Welfare Leads at each residence have autonomy over planning their own on-call rotas as a team. If you wish to have time off, it must be planned in with your Co-Lead in line with the RWL on-call policy to ensure the on-call duties are covered.

Do I have to volunteer over the Holidays and College Closure Days?

Yes - your duties will continue throughout the residence period including Christmas and Easter as well as part of the summer vacations. Whilst we work with a reduced number of staff during this time, this is an essential component of the role and you may be required to deliver activities for a portion of holiday breaks when University offices are closed. All RWL volunteers should expect to volunteer over these periods to share the workload within the team.

Training

Is there an induction or training that I need to attend?

Yes. Training will take place in August 2023 (exact dates to be confirmed – however please allow between 2nd August – 20th August for training), then followed by refresher skills sessions each month in the compulsory monthly meetings. Both the August and monthly trainings are mandatory sessions and applicants must ensure they are able to attend them as they will not be allowed to start their duties otherwise. The dates are detailed on the application form.

Are there additional training requirements throughout the year?

We strive to have a range of sessions that are not mandatory but that can help you perform your job better throughout the year.

Miscellaneous

Who should I speak to if I have further questions?

If you have any further questions regarding the role, application process or appointment, you can contact the Welfare team on welfare@kcl.ac.uk. Due to high volume of emails, we receive, it may take up to approximately 3 working days for a response.