



About King's

Please see the link below for supporting information for prospective applicants. This also includes some background information about the university including rankings, research outputs, King's Health Partner Trusts and our current fundraising initiative. www.kcl.ac.uk/aboutkings

Job description

Post title	Senior Community Facilitator - ResiLife
Department	King's Residences
Directorate	Estates & Facilities
Grade/salary	£14.90 per hour
Hours of work	9-12 hours
Period of appointment	Fixed Term Contract – 15 th July 2022 to 27 th May 2023
Responsible to	Community Engagement Officer (CEO)
Responsible for	Community Facilitators
Campus	King's Residence Life Hub Office at Great Dover Street

Role purpose

1. To support the CEO in planning and implementing community engagement activities to meet the objectives of the department: create sense of belonging, network and develop life skills. Cascading the objectives to the local teams and supporting them in formulating their termly engagement plans.
2. Supervise a team of 10-12 Community Facilitators to achieve a high level of student engagement and ensure all planned activities are being delivered, whilst guiding and supporting their personal growth and professional development through training sessions, regular meetings and scheduled reviews.

Role profile

Key Roles and Duties

- Inspire and support CFs in developing community events, emphasising the Self-Development, Career, and Wellbeing branches of Resilife programme, building a relationship based on professionalism, trust, and respect to develop a culture of openness and collaboration.
- Build a team ethos, acting as a role model for conduct and communication.
- Step in when conflicts arise within the team, encouraging fairness and encouraging win-win solutions.
- Monitor CFs performance during the events on duty through regular event visits, by collecting feedback from Residence Managers and reviewing their Duty Log handover report after scheduled duty shifts.
- Work with fellow Senior CFs, where applicable, to conduct monthly meetings with all CFs (mandatory attendance) to set out clear objectives for forthcoming community engagement activity and answer any questions the team may have. Invite CEO to every monthly meeting
- Hold termly evaluation meetings with each CF (end Sep, Dec & Mar) to:
 - Ensure they work within designated hours and any overtime is only done after approval from CEO
 - Coach, mentor individuals to achieve top performance
 - Identify strategies to build confidence and competencies so CFs feel supported and challenged in their role
 - Clarify expectations where performance levels are dropping, with the support from the CEO.
 - Identify any concerns with CF's performance or welfare and raise it with the CEO who will determine next steps.
- Identify areas where further training may be required for CFs and discuss with CEO.

Administration & Management Support

- Work with the CEO to produce and deliver a Resilife programme designed to fulfil the needs of all residents.
- Finding creative ways of building a diverse residence community, starting at the local level with the Community Facilitators to ensure a positive personal experience to share with their fellow residents and “activate” and grow the sense of community.
- To work collectively with the engagement team to manage with internal and external partners relationships to deliver bespoke events for the Resilife programme.
- Assist the CEO with logistics and administration for all centrally driven community engagement activity, including:
 - resource management (e.g. booking rooms/venues)
 - preparing the collateral to promote the events at all sites, and campuses where applicable
 - generating social media traffic by creating posts that help promote the event
 - completing Event Brief & Checklist which will be used by CFs to deliver events
 - providing in-situ support and supervision on events days
- Support the CEO with recruitment and training activities.
- Review and evaluate the performance of each event based on attendance, quality of engagement, and activities.
- Review and collate risk assessments for each community engagement activity prioritising and given due consideration to Health & Safety and Risk Assessment Forms when planning and delivering activities.

Planning & Partnerships

- Taking a lead with the organisation of networking events, workshops, wellbeing events, and social activities with external and internal partners
- Build and enhance professional working relationships King's Departments such as Careers, Alumni, Business School, KCLSU and with the wider community teams and King's Residences department to strengthen collaboration.
- Identify opportunities and strategies to increase student engagement with partnership activity, e.g. BeActive, Careers and Employability Team, and Local Community Partners, formulating ideas to present to the CEO.
- Submitting activity budgets to the CEO for approval and consideration.
- Promote independent and creative thinking with the team of CFs by allowing tweaks to be made to centrally driven initiatives, giving CFs a sense of ownership.

Engagement

- Take the lead in creating an inclusive online community and encourage the CFs to share content online that demonstrates the impact the initiatives are having on them while ensuring a Resilife concentrated theme.
- Monitor approved social media channel's content regularly and respond proactively and appropriately, escalating content issues to the CEO.
- Support the Community Engagement Officer with social media engagement activities through the design of student-focused content.
- Coordinate monthly community forums (e.g. Building User Groups) with the Residence Managers, completing administration and logistics.
- Drive attendance through coordinated communication campaigns.

Impact Analysis

- Conduct termly qualitative and quantitative research and surveys at designated sites to:
 - identify diverse student's needs and priorities
 - inform future activities
 - produce report to evidence the impact the activities delivered had on residents
 - recommend activities to continue or be replaced (suggest what to replace it with) to ensure they remain diverse and relevant
 - measure the success of community engagement activity including: kitchen talks; events attendance rates; campaigns reach etc.
 - identify successes and areas for improvement
- Utilise Community Facilitators evening shifts to gather valuable data through outreach.
- Assess how empowered students are at setting up student-led community engagement initiatives.
- Design tools to facilitate student-led community engagement initiatives.

Other Duties

- Participate in Open Days, and other centrally-driven activities. Assisting with media campaigns, planning and preparation as well as helping to set up and support the event on the day as required.
- Coordinate student induction and information sessions during the start of term, on offer holder days, and other events when necessary.
- Attend regular meetings with the Senior Community Facilitator and Central Management Team if necessary

About the Department of Estates and Facilities

<http://www.kcl.ac.uk/aboutkings/orgstructure/ps/estates/index.aspx>

About the King's Residences

<http://www.kcl.ac.uk/study/accommodation/index.aspx>

About Community Engagement at King's Residences

We harness the passion and energy of our students to effect positive change in the residential communities in the HE environment by providing residents with the opportunity to network with fellow residents, develop their leadership, learn non-academic skills in a range of ways and experience all that London has to offer. Our ultimate goal is to develop students' resilience and employability through these activities. Our work is delivered through peer-to-peer schemes and in collaboration with a number of other departments within King's. We want this programme to create a global community for the 5,300 students that chose to live in King's Residences each year.

Person specification

Eligibility to work in the United Kingdom

This post does not qualify for a Certificate of Sponsorship under Home Office regulations therefore the university will not be able to offer sponsorship for this role.

Criteria	Essential	Desirable	How identified and assessed*
*For 'How identified and assessed' use: AP - application, AS - assessment, I - interview, P - presentation, R - references			
Education / qualification and training			
Completed Undergraduate or Masters University Degree	X		A P
Knowledge / skills			
Understanding of how belonging can be integrated into residential communities to improve the overall student experience and experience in working on a Residence Life Team with communal residential living.	X		P
Ability to supervise a part-time, geographically dispersed para-professional team	X		A P
Highly organised with a commitment to effective planning, delivery, monitoring and evaluation of projects designed to meet the needs of young adults	X		I, P
Ability to plan, implement and evaluate engagement activities designed to meet the needs of residents	X		I
Strong command of marketing and communications with ability to produce own materials to promote events	X		I
Strong command of social media communications and ability to create own content unsupervised, adhering to university's policies, in a range of platforms	X		P
Excellent team building and collaborative approach to leadership	X		R
Well-developed written and oral communication skills	X		I, P
Ability to use own initiative, generate new ideas and manage projects from inception to delivery	X		I
Ability to prioritise workload and manage time effectively when under pressure	X		R

Criteria	Essential	Desirable	How identified and assessed*
*For 'How identified and assessed' use: AP - application, AS - assessment, I - interview, P - presentation, R - references			
Ability to build strong relationships with internal and external stakeholders	X		P
Ability to work effectively alongside others, in different areas to own to better understand overall goals of the organisation	X		I, P
Experience			
Experience of involving young people in youth-related projects/causes	X		I
Experience of collecting and analysing data to provide insights that help shape future decision	X		I
Personal characteristics/other requirements			
Willingness to learn the skills to supervise and lead a team of para-professionals	X		I
Culturally sensitive and committed to giving opportunities to people of all backgrounds	X		I
Strong personal commitment to improving the student experience through their accommodation	X		P
Proactive, adaptable and enthusiastic team player	X		I
Comfortable and confident at articulating ideas and keen on sharing success	X		I, P
Creative thinker, innovative and problem solver	X		I, P
Role specific requirements			
A strong personal commitment to give back to society	X		A, P
Ability to work from different residences as required by engagement activities	X		I
Hard working and committed to the successful and timely delivery of agreed goals	X		I, P

Important note: in the course of being a Senior Community Facilitator you may come across confidential student information or commercial information about King's Residences which must be kept strictly confidential and should never be disclosed either inside or outside work. It should be noted that breach of confidentiality is a serious offence which may lead to dismissal.

Disclosure and Barring Service Clearance (DBS formerly CRB)

This position is exempt from the Rehabilitation of Offenders Act (1974). As such, shortlisted candidates will be required to declare full details of any criminal background, regardless of whether the conviction is spent, and the university will be required to apply for an enhanced disclosure (a criminal records check) from the Disclosure & Barring Service in relation to the successful candidate.

Level of DBS Clearance required - indicate all applicable aspects:

Carrying out regulated activities ¹ :	No	No Regulated Activity but contact with vulnerable groups ² :	Yes
No Regulated Activity but deemed a position of trust ³ :	Yes	Situated in a Regulated Environment ie. NHS premises ⁴ :	No

1. The scope of Regulated Activity for work with children and young people is defined under the age of 18 years old. An adult is not considered to be vulnerable due to any personal characteristic: however, an adult may be regarded as vulnerable due to particular circumstances at a particular time, for example when they are receiving treatment in a hospital.
2. Contact with vulnerable groups must meet the frequency threshold of 4 days in a 30 day period.
3. A position of trust is any post that requires authorisation for restricted access to confidential data (not including anonymised patient data), premises or currency.
4. KCL buildings do not qualify as regulated environments and only our partner NHS Trust sites qualify as regulated environments.

Further information about the Disclosure scheme can be found at: www.gov.uk/dbs

A criminal record will only be taken into account for recruitment purposes, where the conviction is relevant to the position being applied for, and whether this is the case, will not necessarily bar candidates from employment. Any decision will depend on the precise nature of the work, the circumstances and background to the offence(s). The same procedure will be followed for university staff applying internally for a vacancy.

Occupational Health Clearance

As part of our pre-employment checks the successful applicant will be sent a 'Health and Capability Declaration Form' and if they declare that they do have a health condition or disability that may require accommodation measures so that they are able to carry out their work comfortably and efficiently, they will be sent an Occupational Health Questionnaire to determine whether any reasonable accommodation measures are required for the candidate to take up the post.

Applying for the post

Should you wish to apply for this position, please apply via Job Opportunities at King's College London website.

Informal enquiries may be made to: [**resilife@kcl.ac.uk**](mailto:resilife@kcl.ac.uk)

Interview Dates: Starting from **16th May 2022** – in person or team call TBC

Applicants with disabilities

King's College London is keen to increase the number of disabled people it employs. We therefore encourage applications from individuals with a disability who are able to carry out the duties of the post. If you have special needs in relation to your application please contact the Recruitment Coordinator responsible for the administration of the post on [**resiadmin@kcl.ac.uk**](mailto:resiadmin@kcl.ac.uk) the start of the academic year.

Summary of Terms and Conditions of Service

This appointment is made under the King's College London Terms and Conditions of Service for Professional Services staff a copy of which is available from the Recruitment Team upon request.

Probation

Six Months

Training

successful candidates are required to attend Spring Orientation, Fall Training, as well as Winter Training to ensure that there is a full understanding of the policies, procedures, and understanding of the Community Engagement Model. Early arrival week will commence from **12th of September**
Move In weekends are vital to the success of welcoming students into their residence communities.

Training dates which must be attended. Exact dates will be confirmed.

Annual leave

27 working days per annum pro rata (please note the annual leave year runs from January-December) bank holidays and customary closure days in are in addition to the annual leave entitlement. Staff receive four additional customary closure days in December. Notification as to how these days are taken is circulated at the start of the academic year.

Superannuation

This appointment is superannuable under the SAUL www.saul.org.uk pension scheme. In accordance with recent legislation, we automatically enrol our staff in a pension scheme if they meet certain age and earning criteria. This is known as auto-enrolment. The university collects pension contributions via a salary sacrifice method called *PensionsPlus*. These deductions are made before the calculation of tax and national insurance is calculated; therefore reducing the amount you pay.

Staff already superannuated under the NHS Superannuation Scheme may opt to remain in that scheme provided an application to do so is received by the NHS scheme trustees within three months of appointment to King's College London. Please note that NHS Superannuation Scheme: Medical Schools are classed as "Direction Employers" and some benefits of the NHS Scheme are not available to Direction members.

Alternatively staff may opt to take out a personal pension. Please note that the university does not provide an employer's contribution towards a private pension plan.

Staff benefits

King's College London offers a wide range of staff benefits. For the full comprehensive list of staff benefits please refer to our website: www.kcl.ac.uk/hr/staffbenefits

Equal opportunities

King's College London recognises that equality of opportunity and the recognition and promotion of diversity are integral to its academic and economic strengths. The following principles apply in respect of the university's commitment to equality and diversity:

- To provide and promote equality of opportunity in all areas of its work and activity;
- To recognise and develop the diversity of skills and talent within its current and potential community;
- To ensure that all university members and prospective members are treated solely on the basis of their merits, abilities and potential without receiving any unjustified discrimination or unfavourable treatment on grounds such as age, disability, marital status, pregnancy or maternity, race, religion or belief, sex, sexual orientation, trans status, socio-economic status or any other irrelevant distinction;
- To provide and promote a positive working, learning, and social environment which is free from prejudice, discrimination and any forms of harassment, bullying or victimisation;
- To foster good relations between individuals from different groups and tackle prejudice and promote understanding.

King's has been a member of the Athena SWAN Charter since 2007 and gained its Bronze institutional award in 2008. Our award was successfully renewed in September 2013 for a further three years. The Athena SWAN agenda forms part of a wider suite of diversity and inclusion work streams. Working with the Charter is helping King's to identify best practice for the working environment of all staff working in science disciplines.