

**University of  
Northampton**

**Student Behaviour  
Coordinator  
Job Description**

**UoN**

# **Job Title: Student Behaviour Coordinator**

## **Grade: 5**

### **Responsible to: Residential Life Team Leader**

## **Overall Purpose**

Managing student behaviour, primarily within halls of residence, is a critical component of the University's aim to build and maintain a super supportive, safe and enjoyable environment for its students. The Student Behaviour Coordinator will take primary responsibility for implementing policies and procedures around student behaviour in halls of residence, including implementation of Level 1 of the Student Disciplinary Policy.

The Student Behaviour Coordinator will also develop creative solutions and initiatives in a bid to reduce instances of student ill-discipline and misbehaviour in halls of residence and to develop a more positive response. Working with colleagues internally and externally will be critical to the post.

## **Principal Duties and Responsibilities**

- To hold disciplinary meetings at local stage and Level 1 stage. To work in partnership with other authorised officers to ensure a consistent approach to Level 1 disciplinary meetings is taken.
- To develop effective and consistent processes for use at Level 1, including the development of clear, effective, and appropriate documentation and evidence packs.
- Working with the Residential Life Engagement Coordinator, to develop, implement and maintain avenues for student feedback on behaviour and disciplinary matters via working groups, forums and surveys. To compile relevant data to inform future team and/or institutional policy and action.
- Working with the Residential Life Engagement Coordinator, to develop web resources around student behaviour and discipline and to be responsible for maintaining and improving those resources.
- To take a primary role in the Halls talks undertaken at the start of each academic year.
- To develop, maintain and keep under review a set of appropriate, graded and effective sanctions associated with student discipline.
- To develop, deliver and keep under review positive alternatives to sanctions, including, for example:
  - Workshops to address underlying issues impacting student behaviour (e.g. anger management, substance misuse, gang threats)
  - 1-2-1 mentoring to improve and encourage student engagement with the University.

- To work proactively with internal and external colleagues to tackle matters of student discipline and behaviour, primarily in halls of residence. Colleagues include, but are not limited to, the SU, the Police, the Health and Safety Team, Accommodation, Library and Learning Services, Security, other members of Residential Life.
- To maintain records and logs associated with student disciplinary activities and measures. To ensure these records and logs are accurate and up to date. To ensure these records and logs can be used to support the continuous improvement of the service and to provide effective data for internal and external purposes.
- To produce statistical reports on the outcomes and activities associated with student discipline and behaviour. To ensure those reports meet internal and external requirements. To ensure 100% data accuracy and to engage in effective data inputting and data management.
- To be a senior user of the Residential services CRM and student Life.
- To ensure actions and record keeping support the collection, analysis and use management information pertaining to the impact of the area's activities on institutional KPIs.
- To ensure adherence to data protection legislation.
- To be committed to the delivery of a high quality and personalised customer service to students.
- To take responsibility for keeping knowledge of student community and behaviour developments within the sector current and for developing networks with staff in similar posts across the sector.
- To monitor service performance, including numbers of student disciplinary cases, number of alternative workshops run, student feedback collated, outcomes etc, and to ensure delivery of service against department SLAs.
- To develop and maintain effective working relationships within the University and with relevant external agencies.
- To Engage with Monthly supervision sessions to build resilience.

## **Generic Duties and Responsibilities**

- The post holder will be expected to undertake other responsibilities and tasks as reasonably requested by the Residential Services Manager.
- The post holder will be responsible and accountable for ensuring all employment legislative requirements are adhered to including equality and diversity and health and safety issues.
- The job description may be altered at any time in the future in line with the level of the post to meet changing institutional requirements, but only in full consultation with the post holder.
- The post holder will be required to participate in Open Days, Welcome Weekend and other key University events that may be outside the working week.

# Person Specification

Please ensure that your application statement provides clear and specific examples to illustrate how you meet each essential criterion. Applicants that fail to do so will not be shortlisted.

Criteria	Essential / Desirable	Assessment Methods
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## Qualifications

1	Education to A level/NVQ level 3 with GCSE English Language	Essential	Application
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## Skills, Knowledge and Experience

2	Experience of working effectively as part of a team	Essential	Application
3	Willingness to undertake further education and/or training and development	Essential	Interview
4	Experience in student support and/or behaviour management	Essential	Application Interview
5	Comprehensive IT skills including advance use of Microsoft Office Packages	Essential	Application Interview
6	Experience in use of CRM	Essential	Application Interview
7	Accurate data inputting	Essential	Application Interview
8	Experience in accurate report writing	Essential	Application Interview
9	Experience of delivering high customer service	Essential	Application Interview
10	Experience of delivering and coordinating educational workshops	Desirable	Application Interview
11	Good written and verbal communication skills	Essential	Application Interview
12	Experience of delivering administrative processes according to set policy criteria	Essential	Application Interview

## Personal Qualities

13	Ability to work independently, ensuring key tasks are completed to specified deadlines	Essential	Application Interview
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14	Positive and flexible attitude	Essential	Application Interview
15	Demonstrate emotional resilience	Desirable	Application Interview
16	Ability to demonstrate empathy for those in distress	Essential	Application
17	Ability to adapt to technological advances in the workplace	Essential	Application Interview
18	Ability to adapt to organisational change	Essential	Interview