

## Introduction

In Imperial owned Halls of Residence, pastoral support is delivered through a Hall Warden Model. This comprises academic and professional services staff in Warden and Assistant Warden roles, postgraduate research students in Sub-Warden roles, and a small number of returning undergraduates as Hall Seniors.

The Hall Warden Model is an important element of the University's student wellbeing provision. The model provides pastoral support for the majority of first year undergraduates. As well as support for some continuing students - for example those with health and welfare issues or disabilities who are best supported in a hall environment.

The Director of Student Support Services has overall responsibility for the Hall Warden Model and direct line management of the Wardens.

Wardens have overall responsibility for maintaining good discipline, supporting student wellbeing, and fostering an inclusive community in their hall of residence. They are supported in their hall by an Assistant Warden, where applicable, and a team of Sub-Wardens.

## Roles

### Wardens

- Wardens are accountable to the Director of Student Support Services.
- Wardens are responsible for the line management of their teams during term-time and vacation periods.
- Wardens are required to undertake training for their role, as specified by Student Services.
- Wardens are required to ensure that their Assistant Wardens and Sub-Wardens undertake training for their role, as specified by Student Services, and to submit records of training as required.
- Wardens are expected to work in collaboration with other senior role holders across the University, in delivering a holistic approach to supporting students with complex pastoral needs.
- The primary responsibility of Wardens is pastoral care, welfare and the disciplinary charge of Imperial University students in Halls of Residence. Wardens have responsibility during both term-time and vacations for those residents who are students at the University.
- Out of term-time, Residential Services and Community Safety & Security staff have primary responsibility for maintaining order among non-student/vacation residents. The University cannot accept responsibility for their pastoral care. However, Wardens must assist with fire evacuation procedures or medical emergencies no matter who is in residence.
- With the exception of approved periods of annual/other leave, Wardens are expected to work as required by the circumstances at any time of day or night. They are expected to be in their hall throughout all university terms, as well as during Christmas, Easter and summer vacation periods. They are expected to fulfil their duties for the entire year.

### Assistant Wardens

- Assistant Wardens are accountable to the Warden and are fundamentally responsible for supporting the Warden in their role and working under their direction.
- Assistant Wardens will have delegated responsibilities, as determined by the Warden, which may include day-to-day management of Sub-Wardens or budget responsibility.

- Assistant Wardens are required to undertake training for their role as specified by Student Services.
- The primary responsibility of Assistant Wardens is pastoral care, welfare and the disciplinary charge of Imperial University students in Halls of Residence. Assistant Wardens have responsibility during both term-time and vacations for those residents who are students at the University.
- Out of term-time, Residential Services and Community Safety & Security staff have primary responsibility for maintaining order among non-student/vacation residents. The University cannot accept responsibility for their pastoral care. However, it does have a duty of care for the health and safety of all residents, so Assistant Wardens will therefore assist with fire evacuation procedures or medical emergencies no matter who is in residence. Assistant Wardens also have the authority to take suitable action pertaining to non-student residents.
- Except for approved periods of annual/other leave, Assistant Wardens are expected to work as required by the circumstances at any time of day or night. They are expected to be in their hall throughout all university terms, as well as during Christmas, Easter, and summer vacation periods. They are expected to fulfil their duties for the entire year.

### Appointment and Appraisal

Warden and Assistant Warden posts are open only to full-time employees of Imperial University.

Wardens are normally appointed for a two-year probationary period. Further to satisfactory performance they may be extended up to a maximum period of five years.

Assistant Wardens are normally appointed for a one-year probationary period. Further to satisfactory performance they may be extended to a maximum period of four years.

During the probationary period, regular monitoring and review will take place, by the line manager, to confirm the role-holder is meeting required objectives and to ensure the expectations of the role are met.

There is no contractual right to renewal for existing Wardens or Assistant Wardens and they may not re-apply for an equivalent role once their contract period has ended.

Role-holders must maintain a full-time substantive role at Imperial University to continue to act as a Warden or Assistant Warden. If the substantive role changes to part-time or ends, the role of the Warden or Assistant Warden will also end.

Warden roles are unpaid. On-site accommodation is provided to Wardens and Assistant Wardens in order to enable them to fulfil their roles. No monetary payments, other than reasonable expenses, or other benefits in kind are offered.

If a role holder resigns as a Warden or if the contract is not renewed, it does not have an impact on their substantive role at Imperial. However, if the contract is terminated for disciplinary reasons, the Director of Student Support Services may notify their manager.

### Working Hours

Working hours will vary from week to week, depending on duty rotas and tasks that arise. There is no limit on how many hours per week the role could entail. Wardens and Assistant Wardens will not receive any payment for their duties, other than the accommodation required for the better performance of their duties and related expenses.

## Transfers

Role holders are appointed to a particular role and hall. Members of a team in one hall may apply for vacancies in another, but movements within the system are not normally encouraged.

Transfers will be considered in exceptional circumstances only. Warden transfers must be agreed by the Director of Student Support Services.

The University also retains the right to relocate team members where absolutely necessary

All parties are required to give no less than eight weeks' notice of a transfer or relocation.

The maximum contract length will apply regardless of any changes in location.

## Leave

### Annual Leave

There is no additional associated annual leave, beyond that given under the conditions of the substantive role within the University. For the most part, annual leave arrangements should be managed locally, ensuring that appropriate cover for the Hall is always maintained.

Short periods of absence are permitted if the following conditions are met:

- Alternative cover is provided by a designated Warden, Assistant Warden and/or Sub-Warden, whose terms of appointment include such responsibilities OR alternative cover is provided by a Warden of another (preferably nearby) hall.
- The Duty Rota is updated to reflect new cover arrangements and Sub-Warden teams are advised appropriately about who to contact if needed.
- The Director of Student Support Services is notified of the absence and cover arrangements, for absences of three or more consecutive nights.

The following cumulative absence is not normally acceptable:

- During term time – an absence more than ten days
- Throughout the academic year – an absence exceeding three months

The following continuous absence is not normally acceptable:

- Christmas and Easter vacation – an absence more than fourteen days
- Summer vacation – an absence exceeding one month

Special arrangements must be made with the University, via the Director of Student Support Services, if the Warden or Assistant Warden wishes to exceed the aforementioned limits.

### Maternity, Paternity, Shared Parental and Adoption Leave

Maternity Leave, Paternity Leave, Shared Parental Leave and Adoption Leave will be taken/granted in accordance with the University's [leave policies](#).

A minimum of four month's notice of maternity leave or shared parental leave must be given to the Director of Student Support Services. For adoption leave, the Director of Student Support Services should be advised that the process is happening as soon as is possible, and given notice as early as possible but not later than one week of receiving notification of having been matched with a child (in line with the [Adoption Leave process](#)).

Paternity leave entitlement is two weeks. There is no requirement for notice to be given and if cover is needed this should be managed in the same way as annual leave.

During a period of maternity or shared parental leave, Wardens and Assistant Wardens will be permitted to remain living in their University provided accommodation. They will not be expected, nor permitted, to carry out their duties during this time.

As far as possible, Warden team members will be expected to cover one another during periods of extended leave relating to maternity, parental and adoption leave.

### Accommodation

Wardens and Assistant Wardens are provided with accommodation as follows:

- Warden – a part furnished 2 bedroom flat, circa 50 – 80m<sup>2</sup>
- Assistant Warden – a part furnished 1 bedroom flat or studio flat, circa 35 – 45m<sup>2</sup>

Accommodation is provided at no cost (including rent and essential utilities). The University provides basic household white goods (e.g. cooker, refrigerator) and heavy furniture (e.g. bed, wardrobe). Furnishing is otherwise the responsibility of the occupant.

Occupation of a self-contained flat within the allocated residence is a condition of service to allow the post holder to effectively perform their duties. Occupation of accommodation is limited to the tenure of office.

Occupation of accommodation will not commence until an enhanced DBS check has been undertaken.

Furniture provided by Campus Services during the term of office will remain the property of the University at the end of term of occupancy.

Whilst occupants are expected to keep their accommodation at a good standard of cleanliness, the University accepts responsibility for maintaining the flat in reasonable decorative order. The occupant is expected to allow University staff to access the premises at any reasonable time to undertake inspections and maintenance as necessary. Where possible, notice will be given of such visits.

For Health and Safety, Safeguarding and Security reasons, anyone residing with the Sub-Warden must be disclosed to Student Services and the Student Accommodation Office.

The University reserves the right to reallocate accommodation during the term of office. Should a change in accommodation be required, a minimum notice period of eight weeks will be provided to Wardens and Assistant Wardens. Where a Warden or Assistant Warden is required by the University to relocate to another Hall during their term, the University will help with the move to the new premises.

### Council Tax

The University has declared itself as the “liable person” for payment of Council Tax for those in Warden, Assistant Warden and Sub-Warden accommodation. This tax will be paid by the University directly to the council. However, the University is not liable for Council Tax payments that may be incurred where family members/partners live in the hall with a member of the Warden team.

### Enhanced Disclosure and Barring Service (DBS) Checks

Warden, Assistant Warden and Sub-Warden roles are exempt from the Rehabilitation of Offenders Act and role holders are required to undertake an enhanced DBS check prior to starting the role. The

cost of a DBS check will be covered by the University. If a check is required to be completed in another country, because a role holder has not resided in the UK for long enough, the cost of that check will be the responsibility of the individual.

Role holders are advised to subscribe to the DBS Update Service within 30 days of their DBS Certificate being issued. The subscription cost will be reimbursed.

## Personal Relationships

Relationships between staff are not prohibited. However, they must be declared. And some guidance must be followed. Please refer to Section 5 of the University's [Personal Relationships Policy](#) for details.

Relationships between any member of the Warden team and a student is not permissible in any circumstances. The University prohibits personal relationships between staff and students where the staff member has any responsibility for pastoral care, which applies to all members of the Warden team. Full details can be found in the University's [Personal Relationships Policy](#) in Section 6, with particular reference to 6.5.

Sub-Wardens are viewed as students when considering their relationship with Wardens or Assistant Wardens. Therefore, the rules about staff-student relations apply in this circumstance.

If a member of the Warden team is suspected of being in a relationship with a student, this will be investigated by HR as it will be a breach of the University's policy on personal relationships. The Warden role may be suspended during the investigation. If a relationship is determined to exist, it would result in termination of the Warden or Assistant Warden contract.

## Partners and Family Members

Where applicable, for Health and Safety, Security and Safeguarding requirements to be fulfilled, the Head of Residential Services & Support Operations, must be informed of the name and age of a partner or any other family member living in hall warden accommodation.

Visitors staying for more than three consecutive nights must be disclosed to the Hall Manager. This must happen in each instance of a visit.

## Grievances and Disciplinary

In the event of a Warden raising a grievance or being involved in a matter regarding disciplinary action pertaining to their Warden role, this will be investigated by the Director of Student Support Services, or an appropriate nominee. If the Director of Student Support Services has already been involved in the case, it will be referred to the Director of Student Services. If the grievance or disciplinary action pertains to matters outside of the Warden role, they will be referred to the standard University grievance and disciplinary processes.

In the event of an Assistant Warden raising a grievance or being involved in a matter regarding a grievance or disciplinary action against them, pertaining to their Assistant Warden role, this will be investigated by the Hall Warden shall be responsible for hearing the case and determining any necessary action. Appeals against the decision of the Warden are heard by the Director of Student Support Services or an appropriate nominee. If the Hall Warden and/or Director of Student Support Services has already been involved in the case, it will be referred to the Director of Student Services. If the grievance or disciplinary action pertains to matters outside of the Assistant Warden role, they will be referred to the standard University grievance and disciplinary processes.

The University reserves the right to suspend Wardens and Assistant Wardens during periods of grievance or disciplinary investigation.

### Resignation and Termination

Wardens who wish to resign their role during the period of their appointment are required to give at least twelve weeks' notice. The University may give twelve weeks' notice of termination. The University reserves the right to require Wardens not to undertake their duties during all or part of the notice period. In the event of dismissal for misconduct or conduct prejudicial to the interests of the University, Wardens may be dismissed without notice.

Assistant Wardens who wish to resign during their period of appointment are required to give at least eight weeks' notice in writing to the Warden. The University may give eight weeks' notice of termination. The University reserves the right to require Assistant Wardens not to undertake their duties during all or part of the notice period. In the event of dismissal for misconduct or conduct prejudicial to the interests of the University, Assistant Wardens may be dismissed without notice.

If a Warden or Assistant Warden ceases to be an employee of the University, their appointment as a Warden or Assistant Warden will automatically cease. The University must be informed of any changes in status as soon as they are known.

In the event of a member of a Warden or Assistant Warden leaving their substantive role at Imperial, they will be given a maximum period of twelve weeks to vacate the hall.