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University of Sunderland

## Role Profile

### Part 1

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Lifechanging



**University of  
Sunderland**

#### Residential Assistant (RA) Term-time

<b>Job Title:</b>	Residential Assistant (RA) Term Time
<b>Reference No:</b>	
<b>Reports to:</b>	Accommodation Assistants/ Liaise with the Deputy Accommodation Manager
<b>Responsible For:</b>	Assisting in the pastoral care of residents within student accommodation
<b>Grade:</b>	A
<b>Working Hours:</b>	Monday to Friday 5.30pm to 8am (14.5 hrs), Bank holidays and University closure days (24 hrs) and Weekends (48 hrs)
<b>Faculty/Service:</b>	Campus & Accommodation Services - Facilities
<b>Location:</b>	Halls of Residence
<b>Main Purpose of Role:</b>	To assist in the pastoral care of residents within student accommodation; providing a first point of contact for queries out of hours, maintaining an oversight of student behavior, providing a safe and secure residence and encouraging the development of a student community within the policies, procedures and regulations of the University.

#### Key Responsibilities and Accountabilities:

- To provide a first point of contact for resident's outside of normal office hours. Monday to Friday 5.30pm to 8am, weekends (48hrs), Bank holidays and University closed days (24 hrs).
- To work as part of a team with Accommodation Assistants, Accommodation Managers and University (and on-site) Security.
- To assist in establishing and maintaining social contacts with residents in halls and contributing to the development of a sense of community within the hall.
- The RA team at each Hall will be expected to organise social events throughout the academic year for the Residents in your Hall.
- Actively promote good environmental good practices, social events and activities.
- To staff the hall reception area when required and undertake basic reception duties offering assistance, support and information to residents as appropriate within duty rota period.
- To assist in all matters to do with the general wellbeing, safety, security and conduct of residents in line with University regulations.
- To assist the site manager in facilitating bi-annual fire drills.
- To ensure that records of noise disturbances and other instances of anti-social behaviour are kept and reported as prescribed.

	<ul style="list-style-type: none"><li>• To respond to all occurrences of fire alarm activations assisting onsite Security</li></ul>
<b>Special Circumstances:</b>	

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## Role Profile

### Part 2

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#### Part 2A: Essential and Desirable Criteria

	<b><i>Essential</i></b>
	<b>Qualifications and Professional Memberships:</b>
	<b>Knowledge and Experience:</b> <ul style="list-style-type: none"><li>• Ability to communicate well both verbally and in writing, use of email and Microsoft word.</li><li>• Ability to respond calmly and authoritatively to possible emergencies and work effectively and appropriately under pressure</li><li>• Demonstrable examples of ability and willingness to help others.</li><li>• Good understanding of customer service and care</li><li>• Appreciation of the need for confidentiality with regard to all matters relating to operations of halls, students and staff.</li><li>• Awareness of student needs</li><li>• Report writing experience</li></ul>
	<b><i>Desirable</i></b>
	<b>Knowledge and Experience:</b> <ul style="list-style-type: none"><li>• Good numeracy and literacy skills</li><li>• Awareness of equal opportunities issues</li></ul>

#### Part 2B: Key Competencies

Competencies are assessed at the interview/selection testing stage	<b>Communication</b>
	<b>Oral</b> <ul style="list-style-type: none"><li>• Communication is initiated, in a timely fashion</li><li>• Information is summarised accurately</li><li>• Recipients reactions are noticed and appropriate responses are given</li></ul>
	<b>Written</b> <ul style="list-style-type: none"><li>• Written material is well structured, clear and concise Consideration is given to others' needs when choosing how to present the material</li></ul>

	<div data-bbox="523 241 735 275" data-label="Section-Header"> <h2>Decision Making</h2> </div> <div data-bbox="523 304 686 338" data-label="Section-Header"> <h3>Independent</h3> </div> <div data-bbox="523 367 647 398" data-label="Section-Header"> <h4>decisions</h4> </div> <div data-bbox="557 434 1445 622" data-label="List-Group"> <ul style="list-style-type: none"> <li>• Considers wider impact of decisions, assesses possible outcomes and their likelihood</li> <li>• Uses judgement to make decisions with limited or ambiguous data and takes account of multiple factors</li> <li>• Distinguishes between the need to make a decision, when to defer and when not to take a decision</li> </ul> </div> <div data-bbox="515 654 815 685" data-label="Section-Header"> <h4>Collaborative decisions</h4> </div> <div data-bbox="557 721 1445 943" data-label="List-Group"> <ul style="list-style-type: none"> <li>• Helps others to explore options that initially appear to be inappropriate or unfeasible and recognise when a decision is or is not needed</li> <li>• Enables others to contribute to decisions</li> <li>• Ensures that options are weighed, outcomes identified and chances of success considered</li> <li>• Challenges decisions, appropriately to ensure consideration and processes are robust</li> </ul> </div> <div data-bbox="523 976 770 1008" data-label="Section-Header"> <h4>Provision of advice</h4> </div> <div data-bbox="544 1043 1439 1171" data-label="List-Group"> <ul style="list-style-type: none"> <li>• Anticipates and highlights issues that need to be taken into account</li> <li>• Outlines possible impacting factors, assessing their degree of influence on the choice of options</li> <li>• Ensures previous learning is included</li> </ul> </div> <div data-bbox="523 1209 857 1240" data-label="Section-Header"> <h2>Pastoral Care and Welfare</h2> </div> <div data-bbox="557 1276 1482 1373" data-label="List-Group"> <ul style="list-style-type: none"> <li>• Calms and reassures those in distress</li> <li>• Provides assistance recognising the limits of own ability and responsibility.</li> <li>• Refers to others when extra help is needed</li> </ul> </div> <div data-bbox="523 1379 987 1413" data-label="Section-Header"> <h2>Planning and Organising Resources</h2> </div> <div data-bbox="557 1447 1399 1512" data-label="List-Group"> <ul style="list-style-type: none"> <li>• Suggests ways of improving working practice and use of resources</li> <li>• Creates realistic plans to achieve own deadlines and objectives</li> </ul> </div> <div data-bbox="588 1547 1433 1608" data-label="Text"> <p>Monitors progress of self and or others so that corrective action can be taken if needed</p> </div> <div data-bbox="523 1617 732 1648" data-label="Section-Header"> <h2>Service Delivery</h2> </div> <div data-bbox="557 1684 1474 1812" data-label="List-Group"> <ul style="list-style-type: none"> <li>• Has accurate and up to date knowledge of services available in own and related areas of work</li> <li>• Correctly refers customers elsewhere</li> <li>• Ensures that the experience of each customer is positive and satisfactory</li> </ul> </div> <div data-bbox="188 1825 406 1859" data-label="Text"> <p>Date Completed:</p> </div> <div data-bbox="494 1825 718 1859" data-label="Text"> <p>19 February 2018</p> </div>
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