
University of Sunderland

Role Profile

Part 1

Lifechanging



**University of
Sunderland**

Job Title:	Residential Assistant (RA) Term Time
Reference No:	
Reports to:	Accommodation Assistants/ Liaise with the Deputy Accommodation Manager
Responsible For:	Assisting in the pastoral care of residents within student accommodation
Grade:	A
Working Hours:	Monday to Friday 5.30pm to 8am (14.5 hrs), Bank holidays and University closure days (24 hrs) and Weekends (48 hrs)
Faculty/Service:	Campus & Accommodation Services - Facilities
Location:	Halls of Residence
Main Purpose of Role:	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:	<ul style="list-style-type: none">• 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.
- To respond to all occurrences of fire alarm activations assisting onsite Security

**Special
Circumstances:**



Part 2A: Essential and Desirable Criteria

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

Part 2B: Key Competencies

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

Decision Making

Independent decisions

- Considers wider impact of decisions, assesses possible outcomes and their likelihood
- Uses judgement to make decisions with limited or ambiguous data and takes account of multiple factors
- Distinguishes between the need to make a decision, when to defer and when not to take a decision

Collaborative decisions

- Helps others to explore options that initially appear to be inappropriate or unfeasible and recognise when a decision is or is not needed
- Enables others to contribute to decisions
- Ensures that options are weighed, outcomes identified and chances of success considered
- Challenges decisions, appropriately to ensure consideration and processes are robust

Provision of advice

- Anticipates and highlights issues that need to be taken into account
- Outlines possible impacting factors, assessing their degree of influence on the choice of options
- Ensures previous learning is included

Pastoral Care and Welfare

- Calms and reassures those in distress
- Provides assistance recognising the limits of own ability and responsibility.
- Refers to others when extra help is needed

Planning and Organising Resources

- Suggests ways of improving working practice and use of resources
- Creates realistic plans to achieve own deadlines and objectives

Monitors progress of self and or others so that corrective action can be taken if needed

Service Delivery

- Has accurate and up to date knowledge of services available in own and related areas of work
- Correctly refers customers elsewhere
- Ensures that the experience of each customer is positive and satisfactory

Date Completed:

19 February 2018