# **University of Sunderland**

Role profile

### **Job title:**

Residential Assistant

### **Grade:**

### Real living wage

### **Department:**

### Student Journey

### **Location:**

Halls of Residence

### **Reports to:**

Deputy Accommodation Manager

### **Working hours:**

Casual

### **The role:**

You will 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 behaviour, providing a safe and secure residence and encouraging the development of a student community within the policies, procedures and regulations of the University.

### **The responsibilities**:

* To provide a first point of contact for residents outside of normal office hours. Monday to Friday 5.30pm to 8am, weekends (48hrs), Bank holidays and University closed days (24 hours).
* To work as part of a team with Accommodation Assistants, Accommodation Managers and University (and onsite) 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.

# **Who we’re looking for**

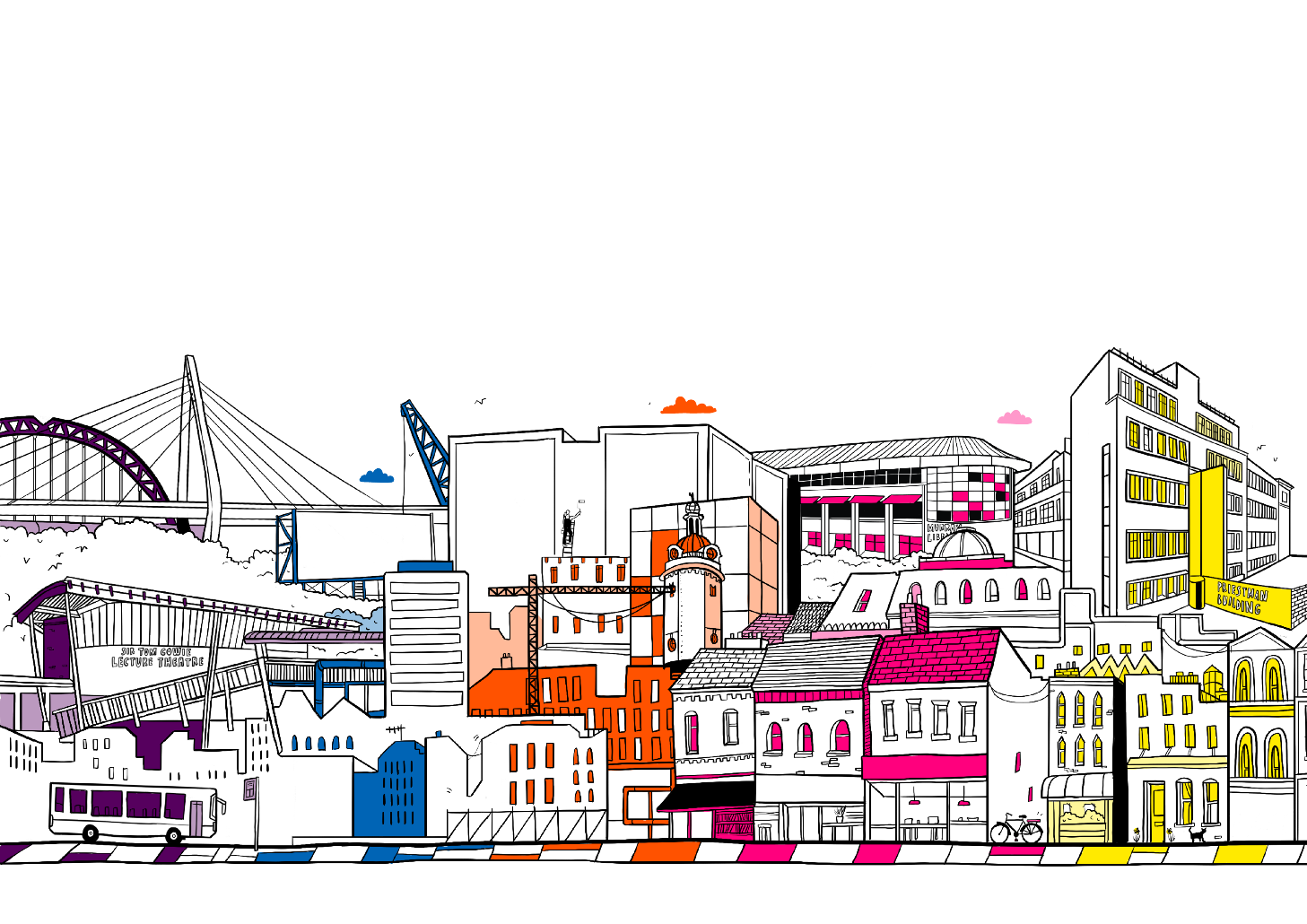
### Your experience includes:

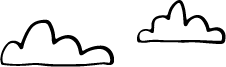
* Customer service and care
* Report writing

**What we’re looking for**

Your expertise includes:

* 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.
* Appreciation of the need for confidentiality regarding all matters relating to operations of halls, students and staff.
* Awareness of student needs
* Good numeracy & literacy skills





**Culture Framework**

Our Culture Framework presents the way we do things at the University of Sunderland. It is a living document of our culture. It supports how we apply ourselves at work and it helps with our approach to making decisions and working with each other.

It is woven into all our people policies and procedures, supporting how colleagues are managed, recognised, and developed. Our values are our shared principles as an institution. We undertake actions to make them come to life. If you decide that a career with us is perfect for you, then these principles will lead and motivate your work every single day.



**INCLUSIVE**

We celebrate our diverse culture where everyone's contribution is welcomed and valued.

What role models do:

RESPECTFUL - Understand differences & respect Individuality

AUTHENTIC - Strive for honest & genuine interactions

DIVERSITY CHAMPIONS - Invite & listen to the views & opinions of others



**INSPIRING**

We will provide an inspiring, enterprising, and empowering experience for our students and staff.

What role models do:

ENTHUSIASTIC - Bring pride to the work we do, championing the work of others and our University

ENCOURAGING - Motivate & support others through meaningful feedback

LIFE-LONG LEARNERS - Continually seek opportunities to develop & share learning with others



**INNOVATIVE**

We value people for their creativity and update our knowledge and practice to enhance the student experience and improve our institutional performance.

What role models do:

CREATIVE - Look inside & outside of the University for inspiration

CURIOUS - Open to ideas, asking questions & challenging respectfully

SOLUTIONS FINDERS - Look for ways to continually improve & taking risks to make it happen



**COLLABORATIVE**

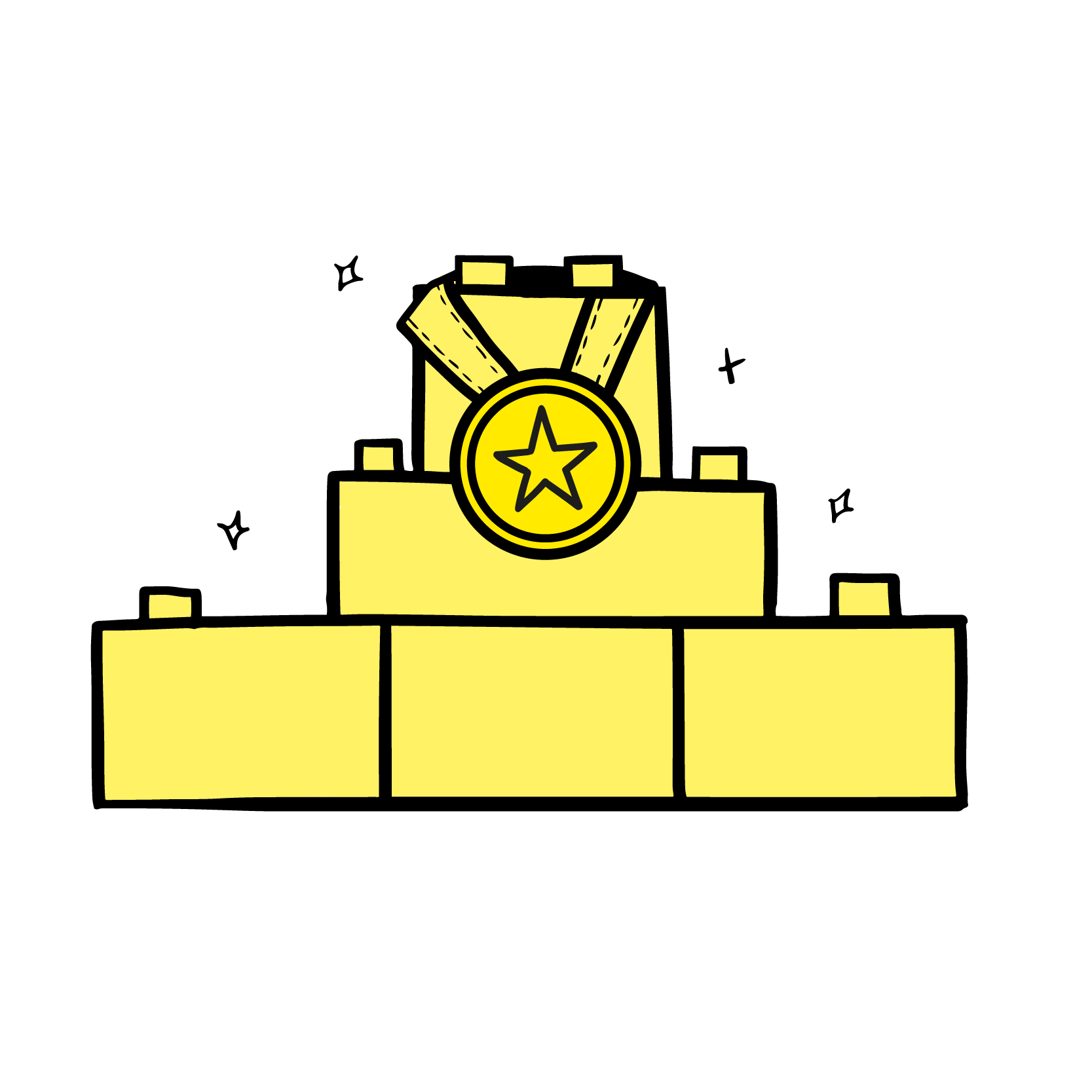
We work together as a community with our partners and build lasting relationships to achieve our shared ambition.

What role models do:

ACCOUNTABLE - Take ownership of our own work and our impact on others

COMMITTED - Share information and knowledge with others

RELATIONSHIP BUILDERS - Work effectively in our own teams but also involve others outside of our immediate teams or the University



**EXCELLENT**

We strive for EXCELLENCE in all that we do in teaching, learning, research and knowledge exchange, as well as in the services we provide to students and to each other.

To enable us to be excellent, we seek to act in ways that are INCLUSIVE, INSPIRING, INNOVATIVE & COLLABORATIVE.