

Job Description

ResLife Assistant

Salary:	Grade 4
Contract:	Full time, Ongoing
Location:	Canterbury
Responsible to:	ResLife Manager
Responsible for:	ResLife Ambassadors
Job family:	Operational

Job purpose

ResLife is a comprehensive approach to building a thriving community within a residential setting. The ResLife programme can help foster positive decision-making, increase social responsibility, and build life skills like budgeting, communication, activity and wellbeing. These skills can lead to improved student outcomes and success in other areas of life.

The ResLife Assistant will support the delivery of an annual Accommodation ResLife Programme, with a focus on developing skills, social events, integration, and sports activities.

You will contribute to the day-to-day coordination of student activities and initiatives associated with the student experience in University Accommodation. You will be self-motivated, highly organised and have a strong commitment to providing consistently high-quality service to students (prospective and current).

The ResLife Assistant is a front facing role representing the University, working closely with internal and external partners who can contribute resources to the ResLife programme incorporating Catering, Sports and Student Welfare & Community Life.

Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Support with the recruitment and training of a team of student ResLife Ambassadors (RLAs) each year, delivering a training plan which encompasses holding and evaluating safe and meaningful events, University policies and procedures and Student Safety initiatives, and setting boundaries, recognising students who might be experiencing difficulties and referring them to appropriate support networks.
- Supervise the delivery of a ResLife programme which helps build a sense of community and belonging that is attractive to residential students, implementing improvements to both current working methods and processes and ensuring events are tailored to meet the needs of our diverse student population.
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- In conjunction with the ResLife Manager, develop and maintain relationships with internal and external partners and stakeholders, particularly those who may contribute resources to the ResLife programme such as Catering, Sports and Student Welfare & Community Life, UPP & Unite.
- Take an active role in Open & Applicant days, recognising that the ResLife programme and ResLife Ambassadors (RLAs) can be a powerful marketing tool for student recruitment.
- Supervise the day-to-day work and the events run by the RLAs, ensuring the contractual hours of the RLAs are fulfilled.

- Have a comprehensive operating knowledge of relevant University policies & procedures, ensuring risk assessments and other relevant reports are completed appropriately and referring issues to the relevant department or support system.
- Record student engagement utilising a variety of accommodation and registration software. Seek to ensure engagement from at least 25% of residential students to attend at least one event per year.
- In conjunction with the ResLife Manager, identify spending requirements of the ResLife budget and follow ordering procedures to ensure adequate resources are available to meet the requirements of the ResLife programme.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- The role holder will supervise the delivery of a ResLife programme with a focus on developing skills, social events, integration, and sports activities.
- The role-holder will largely self-manage their time on a daily basis and will not always be closely supervised, although managerial guidance is readily available. Hours will vary each week and a rota be provided by the ResLife Manager to ensure events that need to be attended are covered. Hours will include evenings and weekends and will not exceed 35 h/pw unless overtime is agreed.
- The work involves gaining and maintaining an understanding of University policies and procedures.
- The role requires liaison, communication and relationship building with other University departments as well as external partners.
- The role holder will identify opportunities for improvements in processes of their own role and the RLA team on an on-going basis.

Facts & figures

In conjunction with colleagues, the role holder delivers a service which makes a positive and measurable contribution to students experience and the commercial success of the University. This encompasses the letting of around 6,000 bedrooms at both the Canterbury and Medway campus and, when high occupancy levels are achieved, results in the generation of around £36m of accommodation fee income to the University.

The ResLife Assistant will support the delivery of a ResLife programme which will have a strategic target of reducing the number of students withdrawing from residential accommodation each year by 5%. In 2023/24, this would represent a saving of £75,000.

The ResLife programme will have a budget of £35,000 each year to spend on events, RLA uniform and other costs associated with the delivery of the ResLife programme, which would expect to hold in excess of 250 events per year to support our 6000 residential students across campuses in Canterbury and Medway.

The role holder would supervise a team of around 15 student RLAs.

Internal & external relationships

Internal: Head of Accommodation and Customer Services, ResLife Manager, students living in University or nominated partner accommodation, Commercial Services and Estates, Student Welfare & Community Life, Catering, Student Support & Wellbeing, Kent Union, GKUnion, and Campus Security staff.

External: Accommodation partners UPP & Unite, Service providers such as Circuit Laundry and DigIn, visitors, prospective students, and members of the public.

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Exposure to animals
- Vocational driving on & off campus (includes use of cars, vans, ride-on mowers, buggies)
- There may be a requirement to work evenings and weekends
- Ability to occasionally travel in a timely and efficient manner between campuses

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

You'll be able to demonstrate the following skills, experience, abilities and personal interests

- GCSE Maths & English (grade C/4 or above) or equivalent (A)
- Experience of working in a higher or further education institution or equivalent, in the capacity of having contact with students and delivering good customer service (A,I)
- Willingness to undertake further education and/or training and development (I)
- Good IT skills, particularly Microsoft Office applications (A,I)
- Proven supervisory skills (A,I)
- Flexible and adaptable to change; being able to work in a calm, friendly and approachable manner when under pressure, including working evenings and weekends where appropriate (I)
- Good communication and interpersonal skills, able to communicate effectively both verbally and in writing (A,I)
- Ability to develop and maintain good working relationships, working cooperatively as part of a team; comfortable liaising with a wide range of people (A,I)
- Effectiveness in dealing with straightforward people issues and reporting / signposting to relevant departments or support networks where appropriate (A,I)
- Commitment to deliver and promote equality, diversity, and inclusivity in the day-to-day work of the role (I)
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience (I)

Desirable Criteria:

- Knowledge of the student support systems operated within the University (A)
- An understanding of relevant health and safety and other University policies and procedures (I)
- Knowledge of the Student Accommodation sector (A)
- Experience of completing risk assessments for events (A,I)

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage