



University
of Glasgow

UNIVERSITY OF GLASGOW

Job Details - Residence Life Team members (Voluntary Workers)

The Residence Life Team is made up of students and employees drawn from across the University. The team works across all University of Glasgow Halls of Residences, providing out-of-hours advice, support and guidance. Each Residence Life team has a dedicated warden or manager. We have two roles of team member; a Senior Residence Life Assistant (SRA) and a Residence Life Assistant (RA). The SRA plays a key role in mentoring, training and guiding the RAs.

Objectives of the Residence Life Team

1. To support students to settle into life in halls, university, and the wider community.
1. To provide a listening ear from the perspective and experience of a Student Peer.
1. To provide a bridge between halls of residence and University support services.
1. To play a role in maintaining a safe and secure environment through reminding students to live in accordance with Accommodation policies.
1. To play an active role in the development of community within the residence through participation, development and promotion of social and educational events within halls.
1. To respond to students out of hours maintenance and emergency support needs.

Duties of the Residence Life Team

- Respond promptly and efficiently to all calls which are allocated to you whilst on shift. Calls will include personal support, site maintenance, complaints and emergency response.
- Record all incidents on the University of Glasgow reporting system 'Ivanti' and ensure you are clearly following guidelines (and training) on how to record/deal with incidents;
- Assist with planning, organising and promoting all sessions and events within Residence Life Social Programmes in your Halls of Residence. The schedule will include a variety of forums, events, campaigns and trips;
- Support resident induction & arrival activities during peak check-in times; which will include offering support, information and guidance to all new residents;
- Facilitate site Fire Drills supported by the site teams;
- Raise awareness to residents around relevant accommodation policies e.g. Fire Safety and Student conduct policies.
- Ensure a clear understanding about when to contact your Senior, if you are an RA or the warden/manager if you are a Senior (and when to escalate all serious incidents to University of Glasgow security, site security and/or the Emergency Services (Police/Fire/Ambulance)Warden/Manager;
- Due to the varied nature of the role your warden/manager/Student & Academic Services staff may ask you to fulfil other tasks from time to time.
- Staff the main Reception or Central services Building (dependent on site) for 1-2 hours in the evening daily Monday-Friday) and during the day Saturday-Sunday (times to be defined at site)
- We ask that you are easily accessible and available to speak to students, answer questions and share information on University services;
- Shift patterns are generally 6pm–8am, however frequency and timing of shifts can vary from site to site.
- Be familiar with team documentation, site processes and have a good working knowledge of the University departments, services and policies;
- Participate in all team meetings, local and RLT community training events as requested by the warden/manager;

Additional duties (SRA)

- To engage with handovers at beginning and end of shifts.
- Part of your role will be to guide, mentor and advise RAs on shift. This will involve using time on shift to formally and informally train/coach RAs;
- To give guidance to RAs and take the lead when deciding responses to calls and incidents.

- SRAs will be asked for feedback on RAs within their team in regard to job performance.

Job Features;

Team working - Your capacity to collaborate, support, engage and listen to your teammates is vital for a well-functioning team. You will work closely with other SRAs and RAs. You will also work closely with your warden/manager and site management teams.

Relationship Building and Communication - You will build strong relationships with your teams and with students. You must be a skilled and confident communicator and practice clear and efficient communication with your manager, teammates, site staff, students and University staff. You will participate in regular team meetings and shift handovers. You will deliver events, support student activities and relay information to students with regards to expectations and knowledge around various residence procedures.

Decision Making - You will make decisions on routine matters and you must be decisive in knowing where the boundaries of your role ends and when you need to escalate to Senior team members, line managers, security and emergency services. You will recognise and acknowledge the limits of the Residence Life role i.e. acting as a listener, mediator and sign-poster and know when to refer specific specialist concerns to other University of Glasgow staff and services.

Problem Solving and conflict resolution - The job involves a large element of problem solving through responding to an extensive range of enquiries/questions raised by students, guests and site staff. To act as first point of contact dealing with problems within the site/building in relation to fire and intruder alarm activations; advising and informing all building users as appropriate. You must be able to remain calm and objective in high energy situations. At times you will have to support students to remain calm and come to resolutions when in conflict with other residents.

Contractual points

- All appointments are conditional on student accounts being up to date by 31st May of current year of employment;
- Any absences/leave must be approved by your warden or manager.
- Residence Life Voluntary Workers will be required to be in residence from early September of the year they are appointed (actual date may change from year to year) prior to mandatory training. The Volunteer Worker Agreement ends on the last date of the Accommodation contract. There will be a break to the duty rota over Christmas and New Year period;
- The Residence Life Team has a personal development process so you will be supported to
- Only registered University of Glasgow students or contracted employees of the University of Glasgow need apply;
- Only those living on site can be employed as an SRA or RA.

Benefits of being a Residence Life Team Member

- An extensive range of skills and experiences which will enable your growth both personally and professionally
- Access to references from your Student and Academic service to support your future career
- Access to graduate skills workshops facilitated by University Careers service
- 60% Rent rebate (RA) 100% (SRA) Standard Room
- First Aid Training
- Core skills training from trained and accredited counsellors
- Discounted attendance on social programme trips
- As an SRA you will live in a Seniors flat (not all sites)
- HEAR on your University graduation Certificate on 1 year completion in post
- Free access to PAM (Employee Assistance – counselling support)
- Lifelong friendships with your teammates