



UNIVERSITY OF LINCOLN Role Specification

JOB TITLE	ResLife Student Assistant (RSA) & Senior ResLife Assistant (SRA)
DEPARTMENT	Student Services
REPORTS TO	Residence Life Manager

CONTEXT

The University of Lincoln ResLife service is a core offering to students living in university owned and managed accommodation.

The service will be an essential element of the student experience at Lincoln and the ResLife Team will play a major role in supporting student life in each residence, assisting students in finding resolutions for interpersonal conflict, wellbeing issues, academic problems, or other concerns. The ResLife Team will promote a safe, diverse, and well-maintained environment, that compliments and supports the academic mission of the University of Lincoln.

The ResLife Team will consist of Senior ResLife Student Assistants and ResLife Student Assistants (RSAs), all of whom will live on site in our accommodation. The team will work with Services across the University to build a strong and supportive community for students to thrive. The ResLife Team will support the Student Wellbeing Team to provide a service and deliver activities to the WOW (Welcome Orientation Week) attendees (prospective students who will be under 18 at time of attendance).

Leadership and development of the ResLife Team will be line managed by the Residence Life Manager and is part of the service provision provided by the Student Support Centre.

In order to effectively carry out their roles, Senior RSAs and RSAs will be required to live within student residences and will therefore be provided with accommodation at no cost, as it constitutes a prerequisite of the role.

It is anticipated that the ResLife Team will be drawn from the Postgraduate student community or Undergraduate students who are at least in their second year of study at the commencement of the role.

In September 2023, the ResLife Team opened their first ResLife Lounge in Cygnet Wharf which is a dedicated space for the ResLife Team team to host drop ins, small events, provide peer-to-peer support and a social space for residents.

JOB PURPOSE

The ResLife Team will work in partnership with wider services to ensure students living within the University community are supported to resolve issues, enhance wellbeing and create a safe and supportive environment by:

- Developing and supporting students to live in a diverse and multi-cultural community
- Developing educational and social programs, supporting community living
- Cultivating a sense of belonging for all students
- Providing living and learning opportunities beyond the academic sphere
- Providing a signposting service for students with academic and personal difficulties
- Responding to incidents or concerns out of university standard working hours

Scope and Dimensions of the Role

The ResLife Team will be trained as peer leaders, to support those living in university managed accommodation. The Senior ResLife Assistants will act under the direction of the Residence Life Manager to oversee the RSAs, providing them with instruction, direction and additional support where required. Senior RSAs will also be required, when needed, to cover, or carry out the tasks and duties associated with the RSA role, due to absence, sickness or other business need.

Roles within the ResLife Team will require commitment, integrity and professionalism from the individuals appointed. They will support improved communication within the student population, as well as greater socialisation and integration of student groups which will contribute to building an inclusive community. The ResLife Team will promote a sense of community and actively encourage integration amongst residents by advertising and encouraging attendance at events and activities.

The ResLife Team will undertake essential, intensive, and ongoing training in areas including but not limited to:

- Mental Health First Aid
- Mental Health Awareness
- Fire Safety
- Mediation
- Signposting Skills
- Teambuilding Skills

The ResLife Team will also be involved, under the direction of the Residence Life Manager, in organising, promoting and delivering events, activities and campaigns to support students to adapt to their residential life or raise awareness of key issues relating to the student experience. Examples of this could include events such as, however alternative online activities to support student engagement which comply with Covid-19 guidelines (national, local and University level) will be required:

- Pizza nights
- Games nights
- Craft nights
- Quizzes (online and in person)
- Karaoke Nights
- Social sports
- Celebration of cultural and artistic events
- Charity events
- Advice on moving into the community

Rota:

ResLife Team roles will involve working as part of a rota between 6pm and midnight with the Senior RSA being 'on-call' from midnight to 8.30am in addition to the evening shifts, plus weekends and University closure days from 8.30am-5.30pm. Please note: 'call-outs' are rare and only in the event of an emergency where other departments require support for students.

When Senior RSAs are 'on-call' they will be required to remain within 25 minutes of the central campus and respond to incidents as appropriate. There is no expectation for Senior RSAs to stay awake, be in their accommodation, or be actively working in any capacity for the duration of this on call period. However, they must ensure the on-call phone / laptop is turned on and charged at all times, with an expectation they remain within the agreed distance for the entirety of their time whilst on call and are able to answer the phone if called, where they will take appropriate action, in accordance with the departmental policies and procedures.

On occasions there may be the need to work at the request of the line manager, Head of Student Support and the needs of the service, outside of normal shift patterns, either to deal with urgent crisis situations or pre-arranged events such as training, meetings, events or Open Days. This is in negotiation with the team and is taken into consideration when evaluating hours.

RSAs will actively work up to 15 hours per week, as part of rota which will include weekends. These shifts are planned to take place as part of a standardised prearranged rota, over 2 or 3 evenings a week, for the duration of the time they are in residence in the University accommodation provided for the role. Senior RSAs will be 'on-call' for a further (approx.) 7 hours per week. Please note: 'call-outs' are rare and only in the event of an emergency where other departments require support for students. Additional hours and days, or amendments to the usual rota may be required for training, and other business needs as necessary.

The ResLife Team also expected to attend the compulsory training at the start of the appointment in August or September and any supplementary training throughout the year. All members of the ResLife Team are also expected to participate in the two-week welcome programme (commencing w/c 18 September 2023) for new students/ residents.

KEY RESPONSIBILITIES

Service Delivery

Under the direction of the Residence Life Manager, the ResLife Team will be responsible for delivering the service standards and requirements of the ResLife Team, assisting to ensure the service provides, responds, and adapts to the needs of students living in University of Lincoln owned and managed accommodation. They maintain, collect, and collate data and records pertaining to service delivery and customer interactions in accordance with the University's data protection policies. Supporting the services ability to benefit users by encouraging engagement and improving student experience.

The ResLife Team are expected to comply with both the departmental and University of Lincoln policies and expectations at all times, including health and safety, safeguarding, and The University General Regulations.

Resources

Please note: Any Covid-19 guidelines (national, local and at University level) will impact the resources available and the promotion / delivery of activities and campaigns. The ResLife Team will adapt their work accordingly to ensure the safety of everyone within the University of Lincoln community whilst maintaining their core values and purpose.

The ResLife Team will be responsible for delivering and facilitating events. This includes the distribution of resources to advertise and promote events, activities, awareness campaigns and educational materials, or any other content as required, through both physical and digital mediums. The ResLife Team will be expected to maintain designated notice boards, leaflet stands and advertising spaces, alongside delivering promotional resources, student giveaway items, or any other resources, as required during events, in a responsible and respectful manner, in line with the departments policies and instructions from the Residence Life Support Officer or Residence Life Manager. The ResLife Team are expected to actively take part in activities and oversee any University equipment used as part of ResLife events and activities, ensuring these resources, along with any department resources in their personal possession at any time, are being used respectfully and safely – this will also include the ResLife Lounge and all facilities within in it. The ResLife Team are expected to maintain

departmental inventories and to notify the Senior RSA of any damages to the department's resources and identify when resources require replenishment or updating.

Additionally, Senior RSA will be responsible for overseeing the RSA in the delivery and implementation of projects or events and all resources used during their active working hours. Senior RSA will organise and coordinate resources among the RSA, ensuring RSAs have sufficient resources to carry out their duties and activities. Senior RSAs are expected to maintain departmental inventories and to notify the Residence Life Manager of any damages to the department resources and identify when resources require replenishment.

Team Working

The ResLife Team will work as part of a respectful and supportive team. RSA are expected to inform the Senior RSA on the progress of their assigned tasks, including contacting them when their shift begins and ends. In the absence of the Residence Life Manager, RSA will be required to be available to take direction from the Senior RSA on shift when called upon, for the duration of their ResLife shift.

Whilst on shift, Senior RSA will assist the Residence Life Manager by overseeing the work of RSA, by giving them support and direction, as well as assigning tasks to RSA as required, under the direction of the Residence Life Manager. Senior RSAs are expected to be available to the RSA for phone and online support, or for the RSA to escalate issues which require the Senior RSA to attend where necessary. Senior RSA will assist in keeping the RSA motivated and on task during their shifts, as well as coordinate RSA during events and activities. When deputised by the Residence Life Manager, Senior RSA will be responsible for chairing team meetings and holding one to one meetings with RSA. Senior RSA are expected to input into the professional development process of the RSA as well issues of underperformance or disciplinarys. Senior RSA are expected to be a role model for the RSA, leading by example and demonstrating excellent working practices which includes exceptional customer service.

Administration and Record Keeping

RSA and Senior RSA will be responsible for undertaking a range of administrative and data collection tasks whilst on shift, as well as managing designated email inboxes and mobile phones. A significant part of the role will involve writing and submitting reports as well as updating records. These reports and records will be essential in order to develop and deliver the service to a high standard, ensuring students are provided with a high quality, vibrant and supportive student experience.

Senior RSA will have a variety of administrative tasks to complete on shift, under the direction of the Residence Life Manager. They will also support the RSA on shift to complete their administrative responsibilities on time.

Communication

The ResLife Team will have sound interpersonal and presentational communication skills. The roles will involve communicating with students both in person and via digital mediums, delivering support, instruction, information, signposting and leading events and activities. All communication directed to any party within the capacity as a RSA including communication through digital means, is expected to demonstrate excellent working practices which includes exceptional customer service.

The ResLife Team will require skills of negotiation, influence, conflict resolution as well as active listening. The ResLife Team will assist students to resolve issues, including interpersonal conflict with those they live with. The ResLife Team will facilitate mediation and confliction resolution and will receive full training. The role will often deal with stressful, difficult or uncomfortable situations and may encounter students in an emergency situation requiring referring incidents to appropriate persons or services with a calm demeanour, and speed of thought.

Senior RSA will promote and facilitate effective and clear team communication and assist the Residence Life Manager in delivering clear instructions, objectives, and feedback to the RSA. Senior RSA will also communicate with students in certain situations where actions, issues or conflicts cannot be resolved by the RSA, requiring tact and diplomacy.

Initiative and Problem Solving

The ResLife Team will resolve problems where situations may often be complex and sensitive. This will include making independent decisions which may impact the service and the wellbeing of students. The ResLife Team must adhere to established personal and professional boundaries, policies and procedures, and be able to recognise the limits of their skills and responsibilities, to be able to escalate incidents appropriately and identify the relevant service for signposting.

Pastoral Care and Welfare

The ResLife Team will act as a sympathetic and non-judgmental point of contact for students, showing sensitivity to students who may need support or who are displaying obvious signs of distress. Under the direction of the Residence Life Manager, the ResLife Team will provide students with adequate information regarding the support available and how to access internal and external services relating to their welfare and wellbeing needs.

Knowledge and Experience

The ResLife Team will have knowledge relevant to the pastoral care and welfare of students including knowledge of the services and support available to students across the university and externally. Full training will be given the ResLife Team both prior to commencing the role and on-going throughout the duration of the academic year.