



UNIVERSITY OF
LINCOLN

UNIVERSITY OF LINCOLN Role Specification

JOB TITLE	ResLife Student Assistant (RSAs) and Senior ResLife Assistants (SRAs)
DEPARTMENT	Accommodation 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 currently consists of Senior ResLife Student Assistants (SRAs) 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 Accommodation Services.

To effectively carry out their role, the role has a requirement to live in university owned and managed accommodation, fulfilling a commitment of 10 hours per week (2x5 hour shifts) for Senior ResLife Assistants and 8.5 hours a week (2 x 4.25 hour shifts) for ResLife Student Assistant for every week of the accommodation agreement worked. SRAs and RSAs will be provided with a contribution towards their rent which is specified within the advert. There will also be a requirement to arrive early for a 2-week training period.

Successful candidates will be able to select their accommodation of choice (from available university managed residences only), with the hourly rate contribution of rent being applied weekly for every week worked for the duration of the accommodation agreement.

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 2022, 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:

- Customer Service Training
- Active Bystander Training
- Mental Health First Aid
- Mental Health Awareness
- Fire Safety
- 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
- 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 2 shifts per week as part of a rota. The ResLife phone line will be open between 6-10pm.

RSAs will actively work 8.5 hours per week (4.25 per hours per shift) and Senior RSAs will actively work 10 hours per week (5 hours per shift), as part of rota which will include weekends. These shifts are planned to take place as part of a standardised prearranged rota, over 2 evenings (or weekend day time / afternoons) per week for the duration of the time they are in residence in the University accommodation provided for the role. 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 at the end of August or beginning of 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 15 September 2025) 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 ResLife staff members of any damages to the department's resources and identify when resources require replenishment or updating.

Additionally, Senior ResLife Assistants will be responsible for overseeing the RSAs in the delivery and implementation of projects or events and all resources used during their active working hours. Senior RSAs will organise and coordinate resources among the RSAs, 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 or ResLife Support Officer on the progress of their assigned tasks, including contacting them when their shift begins and ends. In the absence of the Residence Life Manager, RSAs 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, the 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 RSAs will assist in keeping the RSAs motivated and on tasks during their shifts, as well as coordinate RSAs during events and activities. When deputised by the Residence Life Manager, Senior RSAs will be responsible for chairing team meetings and holding one to one meetings with RSAs. Senior RSAs 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

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

Senior RSAs 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. At the end of the shifts, SRAs will be expected to submit an end of shift report to the Residence Life Manager as a handover of information for the following working day.

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 including creating video content and live videos, delivering support, instruction, information, signposting and leading events and activities. All communication directed to any party within the capacity as an RSA / SRA 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 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 RSAs 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 to the ResLife Team both prior to commencing the role and on-going throughout the duration of the academic year.