



## JOB DESCRIPTION

<b>Job Title:</b>	Hall Life Duty Officer
<b>Department / Unit:</b>	Hall Life - Student and Academic Services
<b>Job type</b>	Professional Services
<b>Grade:</b>	3
<b>Accountable to:</b>	Head of Hall Life
<b>Accountable for:</b>	
<b>Purpose of the Post</b>	
<p>The postholder will liaise with the Hall Life Team to ensure the smooth delivery of the Hall Life Team's out of hours support provision for students living in Royal Holloway Accommodation by empowering students living in hall to settle into hall life, their transition and aiding them through positive interventions, campaigns, and events. To help students live in halls independently, foster belonging and to offer peer to peer guidance and support so that they can focus on their academic studies.</p>	
<b>Key Tasks</b>	
<p>To support and coordinate a team of Hall Life Assistants in the day to day running of the out of hours support provision (6pm – 9:30pm, seven days a week) tasking them with flat meetings, dealing with complaints of noise, to proactively speak to residents for feedback, to check in that they are okay and any other duties that are deemed relevant by the Hall Life Team.</p>	
<p>To be available and visible, develop a positive working relationship with residents in assigned areas and to offer a triage services to students with common issues and queries and dealing with these where appropriate or referring to the Hall Life Team and/or other University service providers where appropriate.</p>	
<p>To hold regular meetings with Hall Life Assistants to check on their development, support them through their role and to meet regularly with the Hall Life Team to feed back issues, highlights, and ideas to develop the Residential Support offering to students.</p>	
<p>To visit and build supportive relationships with students living in hall.</p>	
<p>To assist in organising and the delivery of information on events and issues relevant to student residents; including working and leading a team to plan and organise information campaigns on various aspects of student life and wellbeing working with various stakeholders across the University and externally.</p>	
<p>Maintain up to date knowledge of support and accommodation services in order to be able to refer appropriately.</p>	

Attend regular meetings with Hall Life Duty Officers, Hall Life Assistants and the Campus Engagement Team when appropriate.

To attend and participate in initial and follow up training, weekly team meetings, progress meetings and any other meetings relevant to the post.

To recognise your own limitations and work within them, seeking further advice, guidance and support as necessary.

To ensure you observe to the rules and regulations of the University, including living in hall.

#### **Other Duties**

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. The post holder will be expected to undertake other duties as appropriate and as requested by their manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

#### **Internal and external relationships**

The following list is not exhaustive but the post holder will be required to liaise with:  
A wide range of people from across the University in a variety of roles including Student Services Centre, Wellbeing, Security and Residential Facilities.

## PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

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CRITERIA	ESSENTIAL (E) or DESIRABLE (D)
<b>QUALIFICATIONS AND TRAINING</b>	
Current Royal Holloway Student	<b>E</b>
Have lived in Royal Holloway student accommodation before	<b>D</b>
To live on site and be financially able to afford and pay for halls accommodation	<b>E</b>
Academically succeeding in their course	<b>E</b>
A clear University disciplinary and criminal record	<b>E</b>
<b>SPECIFIC SKILLS, EXPERIENCE AND KNOWLEDGE</b>	
Experience of providing excellent and personalised customer service	<b>E</b>
An ability to approach situations and students fairly and professionally	<b>E</b>
Confidence and stability to handle sensitive and difficult situations	<b>E</b>
Good mediation, communication and investigatory skills Understanding and sympathy when appropriate	<b>E</b>
General office experience, including answering face-to-face enquiries, phone enquiries and email queries	<b>D</b>
Experience of working with/supervising other people	<b>E</b>
Experience of running an event and/or working as part of a team	<b>D</b>
Helping students explore possible courses of action, including referral to support services available to students	<b>D</b>
<b>PERSONAL AND INTERPERSONAL QUALITIES</b>	
Excellent communication skills in writing and orally at all levels	<b>E</b>
Flexible and positive attitude	<b>E</b>
Passion of working directly with students	<b>E</b>
<b>PHYSICAL REQUIREMENTS - include only if appropriate</b>	
Ability to undertake the duties associated with the role.	<b>E</b>

## Additional Particulars

### **Hours of work:**

The post holder will be required to be available to attend training during the week 15<sup>th</sup> September to 20<sup>th</sup> September inclusive. Failure to attend this training period will result in you not being able to fulfil the role.

The post holder will be expected to carry out at least one proactive shift per week, typically 6pm – 9:30pm.

Typically duties will include:

- Hold flat meetings with residents
- Complete student visits to check up following any incidents the night before
- Put posters up of events and campaigns relevant at the time
- Speak to residents and record their interactions and pass these on to you
- Run events and virtual
- Run campaigns
- Play a proactive and visible role in patrolling the area, giving advice to students on the rules and regulations of living in hall
- To contribute to the Hall Life communications team and social media

At the end of each shift, the post holder will be expected to submit a report to the Hall Life Manager.

## Accommodation

**The role of Hall Life Duty Officer is residential**, and the post holder will therefore be allocated a room in accommodation owned and managed by Residential Services. **The post holder will be responsible for the full accommodation charge and any additional charges relating to their accommodation.**

You are expected to reside at the accommodation allocated to you by the University in order to properly perform the role of Hall Life Duty Officer.

A Hall Life Duty Officer appointment is subject to passing a probationary period of one term, in the first instance, and it being agreed by yourself and the Head of Hall Life that continuing for the rest of the year will be suitable and appropriate. This probation will be reviewed, in a development meeting, by the Hall Life Manager at the end of each term in the role.

The usual student rules apply i.e. there should be no University debt (including accommodation fees), no cars or parking permits are allowed on campus, you must sign a halls of residence contract, and you are unable to leave your accommodation contract early.

It's important that you inform us, as soon as possible, of any changes in your registration with Royal Holloway, as well as any other personal or financial issues which might reasonably be considered to affect your ability to carry out the role, affect your suitability for it, or affect your ability to pay your accommodation fees as the room that is allocated is specific to the Hall Life Duty Officer.