



## Job Description

<b>Job Title:</b>	Hall Life Assistant
<b>Department:</b>	Hall Life – Student Journey Division
<b>Job type</b>	Professional Services
<b>Grade:</b>	2
<b>Accountable to:</b>	Head of Hall Life
<b>Accountable for:</b>	N/A
<b>Purpose of the Post</b>	
<p>Working with the Hall Life Team to provide a friendly and professional peer-to-peer support service to students living in University Halls Accommodation. To help student residents settle into life at Royal Holloway through the running of innovative events and campaigns, to help foster a positive community promoting good behaviour and the support available to students. Hall Life Assistants will provide out of hours communal living support to students living in halls through regular interaction with student residents through regular drop ins, flat meetings and campaigns. Hall Life Assistants will be trained in Business Continuity and will be required to support the University in case of an emergency on campus to support student residents.</p>	
<b>Key Tasks</b>	
<p>To support, empower and proactively support students living in halls during their shift. (Typically, 6pm – 7pm, five days a week with some weekend work) through 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 across all Royal Holloway accommodation and to offer a triage service to students with common issues and queries and dealing with these where appropriate and/or referring to the Head of Hall Life.</p>	
<p>Logging and reporting on various issues during their shift and escalating to Security if necessary.</p>	
<p>To attend regular meetings with the Head of Hall Life to check on their development and to support the post holder in 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>	

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.

Maintain up to date knowledge of support and accommodation services in order to be able to refer appropriately.

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.

#### **Our Values**

Advancing equity and inclusion is central to our identity as a University of Social Purpose, guided by our values of being Respectful, Innovative, Open, and Daring. We strive to build a fair and inclusive environment for all colleagues and students, where we challenge ourselves and others with integrity, and approach difference with understanding and kindness. Every member of our community is expected to treat others with dignity, work collaboratively across a wide range of backgrounds and perspectives, and contribute to a place where everyone can participate fully and feel valued.

## Person Specification

**Job Title:** Hall Life Assistant

**Department:** Directorate of Student Life

Criteria	Essential	Desirable
<b>Qualifications and Training</b>		
Current Royal Holloway Student until June 2027.	E	
Have previously lived in Royal Holloway student accommodation.		D
<b>Specific Skills, Experience and Knowledge</b>		
Experience of providing excellent and personalised customer service.		D
An ability to approach situations and students fairly and professionally.	E	
Confidence and stability to handle sensitive and difficult situations.	E	
Good mediation, communication and investigatory skills Understanding and sympathy when appropriate.	E	
General office experience, including answering face-to-face enquiries, phone enquiries and email queries.		D
Experience of working as part of a team	E	
<b>Personal and Interpersonal Qualities</b>		
Good communication skills in writing and orally at all levels.	E	
Able to work under pressure.	E	
Flexible and positive attitude.	E	