



## JOB DESCRIPTION

<b>Job Title:</b>	Hall Life Assistant (22 Positions)
<b>Department /Faculty:</b>	Academic Services
<b>Grade:</b>	RHUL 2
<b>Reporting to:</b>	Hall Life Manager

### Job Purpose

Working with the Hall Life Duty Officer's and Hall Life Team to provide a friendly and professional peer-to-peer support service to students living in College Halls Accommodation. To help student residents settle in to life at Royal Holloway through the running of innovative events and campaign, to help foster a positive community promoting good behaviour and the support available to students. Hall Life Assistants will provide out of hours support to students living in halls through regular interaction with student residents under the supervision of the Hall Life Duty Officers during their shift.

This exciting post requires you to live on site. You will be part of an exciting team where you will develop your leadership, problem solving, and communication skills.

### Key responsibilities and outcomes:

- To support, empower and proactively support students living in halls during their shift. Typically 7pm – 9pm, seven days a week) 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
- 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 Duty officer and/or Hall Life Team where appropriate, logging and reporting on various issues during their shift.
- To attend regular meetings with Hall Life Duty Officers 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.
- To visit and build supportive relationships with students living in hall.
- To assist in the delivery of information on events and issues relevant to student residents; including working as part of a team in delivering campaigns on various aspects of student life and wellbeing working with various stakeholders across the college and externally.
- Maintain up to date knowledge of support and accommodation services in order to be able to refer appropriately

- Attend regular meetings with Hall Life Duty Officers, Hall Life Manager and the other college services 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 College, including living in hall.

## PERSON SPECIFICATION

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

**Job Title:** Hall Life Assistant

**Department/Faculty:** Academic Services

	ESSENTIAL	DESIRABLE	TESTED BY
<b>Qualifications and Training</b>			
Current Royal Holloway Student until June 2019	X		Application Form
Able to stay in and financially able to afford and pay for halls accommodation	X		Application Form
Academically succeeding in their course	X		Application Form
A clear College disciplinary and criminal record	X		Application Form
<b>Specific Skills, Experience and Knowledge</b>			
Experience of providing excellent and personalised customer service		X	Application Form
An ability to approach situations and students fairly and professionally	X		Interview
Confidence and stability to handle sensitive and difficult situations	X		Application Form
Good mediation, communication and investigatory skills. Understanding and sympathy when appropriate		X	Interview
General office experience, including answering face-to-face enquiries, phone enquiries and email queries		X	Application Form
Experience of working as part of a team	X		Application Form, Interview
Helping students explore possible courses of action, including referral to support services available to students	X		Application Form, Interview

Personal and Interpersonal Qualities			
Excellent communication skills in writing and orally at all levels	X		Application Form
Able to work under pressure		X	Interview
Flexible and positive attitude	X		Application Form, Interview
Passion of working directly with students	X		Application Form, Interview
Physical Requirements			
Ability to undertake the duties associated with the role.	X		Interview
Capacity for Career Development			
Commitment to Personal Development		X	Interview

### Additional Particulars

#### Hours of work:

The post holder will be required to be available to attend training during the week 16<sup>th</sup> September through 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 7pm – 9pm. During their shift the post holder will report to the Hall Life Duty Officer.

Halls Life Assistants typically will:

- 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
- 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

#### Accommodation

The role of Hall Life assistant is a residential post where you will be allocated a room in accommodation owned and managed by Campus Services (you will be able to choose your preference and a finance banding). **The post holder will be responsible for the full accommodation charge and any additional charges relating to their accommodation.**

A Hall Life Assistant appointment is subject to passing a probationary period of one term, in the first instance, and it being agreed by yourself and the Hall Life Manager 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 College 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 your role.

### **Uniform**

The post holder will be expected to wear uniform, which is provided, whilst on duty and carry their college card at all times.

### **References**

All appointments are subject to satisfactory references.

### **Time off**

Hall Life Assistants will have holiday pay incorporated with their hourly rate of pay and therefore are expected to perform their duties throughout all three academic terms but will not be expected to perform their duties during times when the College is closed.

Any other duties as required by the Student Engagement & Sport Team or Head of Department that are commensurate with the grade.

As the needs of the College change so the above job profile, duties and location of the role within the Faculty of the College will be adjusted accordingly.

### **How to Apply:**

Please click the link at the bottom of the advertisement to apply via the Royal Holloway application portal.

Completed applications must be received by 23:59 on the closing date to be considered.

***The University is committed to equality and diversity, and encourages applications from all sections of the community.***