



JOB DESCRIPTION

Job Title:	Hall Life Assistant
Department / Unit:	Student Engagement & Sport
Grade:	RHUL 2
Accountable to:	Hall Life Manager
Purpose of the Post	
<p>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.</p> <p>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.</p>	
Key Tasks	
<p>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</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 Duty officer and/or Hall Life Team where appropriate, logging and reporting on various issues during their shift.</p> <p>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.</p> <p>To visit and build supportive relationships with students living in hall.</p> <p>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</p>	

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.

Other Duties

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

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