



JOB DESCRIPTION

Job Title:	Hall Life Duty Officer
Department / Unit:	Student Engagement & Sport
Grade:	RHUL 3
Accountable to:	Hall Life Manager
Purpose of the Post	
<p>Liaising with the Hall Life Team 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 living in halls to live independently, foster belonging and to offer peer to peer guidance and support so that students living in hall can focus on their academic studies.</p> <p>This exciting post requires you to live on site and be part of an exciting team where you will develop your leadership, problem solving, and management and communication skills.</p>	
Key Tasks	
<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 college 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 college 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 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.