

The University of Manchester

Job Description

Job Title:	Residential Life Advisor
Reports to:	Residential Life Coordinator
Office:	Manchester Residential Life Residential Services Division Directorate for the Student Experience
Date:	August 2019

Overall Purpose of the Job

- Under the guidance of the Residential Life Coordinator to participate within a Residential Life Team to provide support and guidance for residential students in a designated campus halls of residence, in order that they are able to benefit from the experience of communal living and integrate effectively into the University community from a well-supported, residential environment, which is also conducive to study. This support is integrated into the over-arching University Student Support structure, which aims to provide the best possible Student Experience.

Key Responsibilities, Accountabilities and Duties

- To support the effective facilitation for residential-student support and guidance in the Hall through maintaining awareness of day-to-day issues and, where appropriate, liaising with Residential Life colleagues and the Residential Life Coordinator in providing initial support and guidance to students in matters of an *academic, financial, practical* and *emotional* nature.
- To participate in a proactive and integrated way within the Residential Life team to support the Residents Association, for enriching the student experience in halls, encouraging collegiality, fostering healthy social and sporting activity and growing individuals' awareness of regard and respect for co-habitants and those who interact with residents.
- To support the Residential Life Coordinator and Residential Life colleagues in ensuring that *Health & Safety, Security, Fire Evacuation and Building Emergency procedures* are promoted and continuously monitored and managed throughout the Hall.
- In liaison with the Residential Life Coordinator and Residential Life colleagues assisting with the monitoring and maintaining of the University's policy on expected standards conduct and discipline amongst the residential students within the hall.
- To be 'On call' as the 'Duty RLA', on a rota basis covering both term-time and vacation periods; it is expected that the Duty RLA will be located in/around the hall at these times.
- During vacation periods, to offer support and guidance to student residents and conference guests.
- To support the Duty RLA as a Residential Life colleague and when on site and when required.

- To attend and participate in regular Hall meetings for the Residential Life team, when effective communication will be maintained and team cohesion enhanced.
- To inform the Residential Life Coordinator and, as appropriate, Residential Life colleagues of 'issues' around the hall which impact on/affect student support and guidance.
- To act/react to 'incidents' around the hall, without placing him/herself and others at risk, liaising appropriately with the Residential Life Coordinator and Residential Life colleagues for support, and recording such incidents via the appropriate method.
- To participate in Induction, Training and Development, which is given to RLAs, and to demonstrate a willingness to learn and develop - in support of enabling duties to be carried out to the highest standard, in line with University and halls policies.
- To take part in and attend Hall Registration, 'Open Days' and similar events, as required.
- To undertake support and guidance for specific students to whom he/she may be assigned to whom they are expected to make themselves known and to meet with them at least once a month through flat and block meetings.
- To treat all personal/student matters as 'confidential' and to only refer (to) them accordingly and appropriately to the Residential Life Coordinator and members of the Residential Life team.
- To undertake such other duties to enhance the student experience as directed by the Residential Life Coordinator commensurate with the level of responsibility for the role.

Person Specification

Please note to apply for this post you must be a member of University staff or a registered postgraduate student.

All post holders will be subject to a status check through HR Services or Campus Solutions

Please note that this role involves working some weekday evenings and weekends.

Experience, Skills and Competencies

Essential

- Demonstrable evidence of accepting individual accountability and effective use of initiative.
- Evidence of strong organisational skills, with emphasis on event planning.
- Experience gained as a pastoral team member or equivalent, providing support to students and/or young people.
- Working knowledge and operational understanding of relevant Health and Safety regulations and Fire and emergency Procedures
- IT literate with experience of using MS Office systems (including but not limited to excel and PowerPoint)
- Demonstrable excellence in interpersonal and communication skills.
- Enhanced Disclosure and Barring Service (DBS) check in St Anselms and Canterbury Court.

Desirable

- Up to date knowledge of the University's policies in relation to Student Discipline and Conduct.

Additional Information

Residential Life Advisors are NOT to provide Medical/Counselling services (even if qualified), but instead should refer individuals to the appropriate professional services within and outside of the University as appropriate, and should gain advice/guidance themselves in how this should be provided, in liaison with the SRLC team and Residential Life Teams.

If appointed to St Anselms and Canterbury Court an enhanced Disclosure and Barring Service (DBS) check will be required.