

The University of Manchester

Job Description

Job Title:	Residential Life Advisor (RLA)
Reports to:	Residential Life Coordinator (RLC)
Office:	Manchester Residential Life Division of Residential & Sport Services Directorate for the Student Experience
Date:	June 2024

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 hall 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- Hall Community, 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 organise & deliver events in hall as well as supporting the wider Residential Life Team by assisting in the delivery of events organised by colleagues in the ResLife Service.
- 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 assist 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. Duty RLAs will respond to calls made to the duty phone and escalate to colleagues in Campus Support & Security and the Second Line RLC as outlined in the RLA Handbook.

- To respond to requests made from the Second Line RLC by following up on incidents appropriate to the role.
- During vacation periods, offer support and guidance to student residents and conference guests.
- To support the Duty RLA as a Residential Life colleague 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 themselves 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 arrivals, 'Open Days' and similar events, as required.
- To undertake support and guidance for the student groups to whom they are assigned, and to be expected to make themselves known to and to meet with them regularly through flat and block meetings.
- To treat all personal/student matters as 'confidential,' in line with our Confidentiality and General Data Protection Regulations, 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, mature UG as defined by UCAS or a UG student in year 4 of their course onwards.

All post holders will be subject to a status check through People & Organisational Development 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.
- If appointed to Hulme Hall, Burkhardt House & Rusholme Place, Dalton Ellis, St Anselm's and Canterbury Court Halls you will be required to get an Enhanced Disclosure and Barring Service (DBS) check.

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. Residential Life Advisors will be provided with information, advice, guidance, and training on how to make such referrals, in liaison with the SRLC team and Residential Life Teams.