



About the RA Role

2025/26

What is Residence Life?

Residence Life is a team within Student Services, which consists of three day-time 'Residence Life Managers', two 'Out of Hours Residence Life Managers' and 35 Resident Advisers.

There are five main objectives for the Residence Life Team:



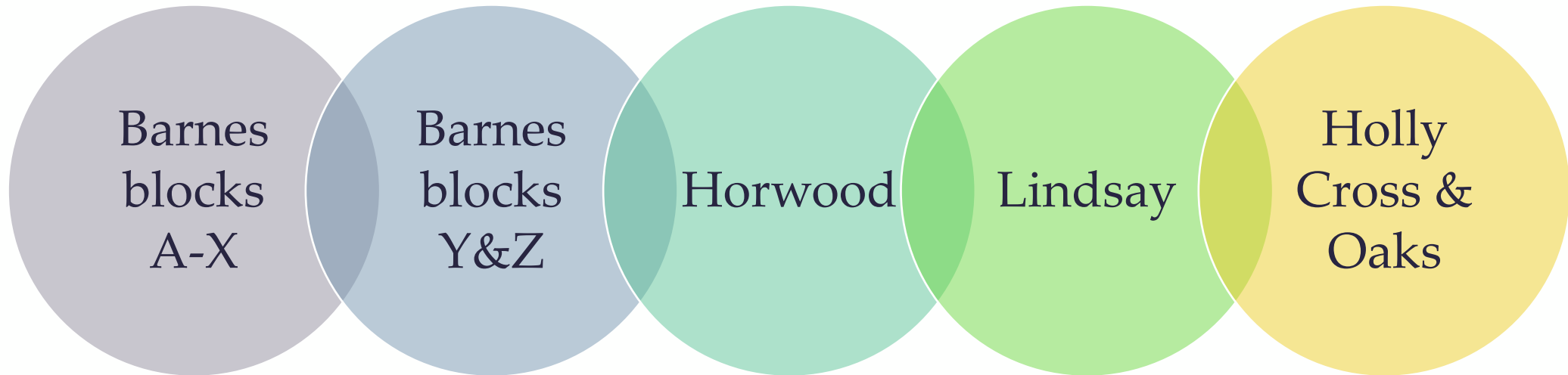
What is a Resident Adviser?

Resident Advisers are students who live in halls of residence and are trained to provide support and respond to issues that may be experienced while living in halls. They work overnight 6pm to 8am on weekdays, and 2pm-8am on weekends and bank holidays. They can help with issues such as:

- Homesickness and settling in
- Flatmate disagreements and communal living
- Noise disturbances
- Getting involved in university life
- Being a listening ear when you just need someone to talk to

Resident Adviser roles

- 7 RAs per team (35 in total):



Duty shifts

- Weekdays: 6pm-8am
- Weekends, vacation and bank holidays: 2pm-8am
 - Don't worry – you can still sleep, but you are on call for that period so will need to respond to phone calls
- Average of one shift per week
- Day of shift changes each week to ensure fairness across the team
- During term time, each hall has one RA on shift
- During vacation time, there is one/two RAs covering the whole campus.
- **Note – there may be times when you're expected to work outside of these times to attend team meetings, collect materials or attend events**

What does an RA shift include?

Block
rounds

Student
check ins

Antisocial
behaviour
call-outs

Running
events

Delivering
campaign
material

Flat
meetings

Block Rounds, Check Ins & Call Outs

- **Block Rounds:** Visiting different flats/blocks doing an informal check in on students, answer any questions, signpost to support, be a point of contact for students
- **Check Ins:** Visiting specific students who Student Services have low level concerns about e.g. home sickness, isolation, getting involved in university life
- **Call Outs:** Responding to anti-social behaviour calls e.g. noise complaints

Events & Campaigns

Events: Each RA is responsible for running two events (one per semester) which involves:

- Planning the event (e.g. booking rooms, arranging purchase of materials etc.)
- Advertising the event (e.g. creating posters, social media content, messaging via Comms channels)
- Set up of event (e.g. preparing materials)
- Running the event and managing attendees
- Packing down the event & tidying up
- Gathering event feedback

This takes place in your own time, and doesn't always coincide with a working shift so this needs to be considered by applicants if they are happy/comfortable with this.

Campaigns: RA's are also responsible for sharing relevant campaign materials with residential students, e.g. putting up posters, collecting survey responses. You will be briefed on this each time.

Flat Meetings

- **Introductory meeting**

- A welcome meeting conducted with all flats within the first 3 weeks of term; opportunity to meet an RA and each other and get to know each other

- **Flat Meeting**

- To resolve any concerns that have been raised in the flat or to information gather about a specific incident/issue

- **Flatmate Agreement Meeting**

- To discuss ongoing issues in the flat based on communal living issues (e.g. washing up, cupboard space, noise levels, guests etc.) & create an agreed set of guidelines for the flat to live by

Other RA duties



Open Days and Applicant Visit Days – you will be expected to show your rooms to visitors



Welcome Week – a key time to support the student transition so will have extra shifts



Additional opportunities to get involved in university initiatives e.g. take part in projects/studies

What do you get from the role?

- Subsidy towards accommodation fees
- Comprehensive training programme
- Experience of employment
- Insight into Student Services and working in Higher Education
- Developing transferable and graduate attribute skills
- An opportunity to make new friends and have fun
- Support from Residence Life Managers
- The chance to make a real difference...

Accommodation allocations

RA rooms are not pre-selected – you would apply for a room as per the normal accommodation process.

1. If you require accommodation adjustments through DSI, ensure that you have confirmed these prior to applying.
2. You will apply for accommodation in the returning students' application window (27th-31st January)
3. Allocations will be made according to standard availability ratios for returning students.
4. RLMs will make allocations of RAs across campus, according to preference of room type (we will attempt to meet preferences for all RAs but this may not always be possible)
5. You will then receive the room offer – if you don't wish to accept the room, then you will decline the RA offer as well.
6. Once you have accepted the role and room, we will then complete your DBS and Right to Work checks.
7. The credit will be applied to your account to reduce the amount of accommodation fees that you are required to pay.

Note - The subsidy will be the equivalent of a **shared flat and house** cost – this amount will be credited to the accommodation account of successful applicants. Confirmed prices will be on the accommodation website soon.

Considerations

- Training is mandatory and will take place before welcome week (11th-19th September 2025) - will you be available?
- **365 days** per year service – will you be available to work an allocated shift during the **Christmas and Easter vacations**?
- Although you will get to select accommodation preferences, as with all applications your first choice isn't guaranteed. Would you be ok with this?
- Can you commit to one shift that changes day per week and balance this against your studies/placements and other commitments?
- Will you be available to **work on arrivals weekend** (20th & 21st September 2025) to support students?
- Will you be available to **move in on Wednesday 10th September 2025** to prepare for training leading into new student arrivals?
- Are you interested in delivering events and campaigns?
- Can you lead by example?
- Do you have any serious discipline concerns on your record? Please book a meeting with an RLM to discuss this before applying.
- Can you prioritise and commit to this role?

How to apply

Applications are now open until 11:59pm **Sunday 12th January 2025.**

Submit application via Microsoft Form - link can be found on the Res Life webpages.

Important - Ensure you read the role description and person specification and demonstrate how you meet the requirements in your statement.

You will be informed of the outcome of your application w/c 13th January 2025.

If successful you will be invited to attend an assessment including an interview which will take place in person or on MS Teams w/c 20th January 2025.

Any questions?

We will be hosting two Q&A sessions on the below dates:

- Tuesday 17th December 2024, 5-6pm, CBA0.060
- Thursday 9th January 2025, 4-5pm, online via MS Teams (link will be shared on Keele app)

If you are unable to attend either session but have a question you'd like to ask/discuss, then please email student.services@keele.ac.uk and an RLM will get back in touch.



Thank you

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