



Volunteer Senior Resident Adviser

School/Ri/Directorate:	Student Services
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Responsible to:	Residence Life Managers
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Responsible for:	Resident Advisers
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Grade:	Voluntary	Hours:	Part Time
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What you will be doing:

As part of the Student Services team, you will support the Residence team, particularly through supporting the Resident Advisers. In partnership with colleagues from across the University you will plan and deliver and support a comprehensive range of activities and events in Halls of Residence, which aim to facilitate the development of inclusive hall communities and promote a sense of belonging and physical and mental wellbeing. You will also assist in the provision of advice and support to students in the University halls of residence and be a key member of a team that facilitates the social, personal and academic transition into our Keele community. You will volunteer during University out-of-hours periods and respond to issues and incidents throughout the night. You will also on occasion work normal working hours during key periods in the university calendar.

Expectations:

- Volunteer alongside the Residence Life Managers and the Campus Safety team to develop an inclusive, supportive, safe and secure community for students living in the Halls of Residence.
- Participate in a rota during both University term time & vacation periods. The main operating hours will be Monday – Friday 6 pm – 8am, and weekends 2pm – 8 am. During this time you will meet with students and deliver a range of activities and campaigns. You will also respond appropriately to student residents' concerns, issues and incidents as required.
- Help to manage the shift rota along with the RLMs, co-ordinating shift swaps amongst the team.
- Regularly check in with Resident Advisers, supporting any minor concerns and reporting any potential problems to the Residence Life Managers.
- To collate feedback and suggestions from the Resident Advisers, relaying these to Residence Life Managers to find areas for improvement.

Resident Adviser duties as follows:

- Meet regularly with the Residence Life Managers in team and 1:1 meetings, to plan activities and events, discuss any emerging concerns and contribute to the resolution of these either individually or as a team.

- Be highly visible and approachable and engage with students through block visits and kitchen meetings to get to know them and develop positive relationships and connections.
- Provide students with appropriate information and guidance either in person or online, signposting to appropriate specialist services where necessary.
- Help students agree and review flat mate agreements, assist in the facilitation of kitchen meetings, providing mediation where necessary.
- Challenge anti-social or disrespectful behaviour and escalate any issues or concerns to appropriate teams.
- Assist the University Campus Safety Team when required to ensure that our students get the right support during out-of-hours periods.
- Write and share with the relevant teams, written reports of any incidents while on shift.
- Help to plan and deliver a comprehensive Halls Welcome Programme, which provides opportunities for students to make friends and participate in a varied range of social and competitive activities, in person or online.
- Volunteer with partners from across the University, to plan and deliver a programme of activities throughout the academic year that promotes inclusion and integration and helps develop a sense of belonging and community in halls of residence.
- Act as a role model to students, promoting and reinforcing the core values of the University.
- Participate in a number of topical campaigns in partnership with both internal and external agencies to raise awareness on initiatives such as Drug & Alcohol Awareness, Sexual Health and Sustainability.
- Volunteer in partnership with other teams to contribute to the delivery of educational sessions relating to wellbeing and personal development including living with others, independence, developing resilience, money management, career planning, etc.
- Help facilitate sessions as part of our Active Bystander Campaign, increasing awareness of what constitutes unacceptable behaviour and how this can be safely challenged.
- Volunteer alongside the Sexual Violence Prevention and Support Team, undertaking the role of #neverok Champion to raise awareness and assist with the campaign
- Attend meetings and workshops with Residence Life Managers and other teams in the University to support your own wellbeing and raise any worries or concerns that may arise as necessary.
- Assist with ensuring that students are educated in appropriate fire safety procedures.
- Participate in university Open and Applicant Visit Days and allow supervised access to your room by visitors during University Open & Applicant Visit Days

This is not intended as an exhaustive list of expectations but rather should be read as a guide to the main priorities. These activities are subject to amendment over time as priorities and requirements evolve and as such it may be amended at any following discussion with the volunteer.

Please note, this role is subject to satisfactory medical clearance by the University's Occupational Health Provider, and satisfactory DBS clearance.

Evidence Key	
A =	Application
I =	Interview
WA =	Written Assessment
RP =	Role Play
GW =	Group work
	(or a combination)

Skills and Abilities

Criteria Headings	Essential	Evidenced by	Desirable	Evidenced by
Qualifications/ Education/ Training	Full-time student at Keele University	A		
Experience	<p>Experience of supporting students in an educational setting, i.e. Student Ambassador, Mentor, voluntary work, Fresher Guide etc.</p> <p>Knowledge of issues that students experience when living in University accommodation, or similar</p>	<p>A</p> <p>A, WA, I</p>	<p>Experience of communal living, e.g. halls of residence.</p> <p>Work or voluntary work experience</p> <p>Experience of dealing with challenging behaviour, supporting others,</p> <p>Experience of organising events, activities or campaigns</p>	<p>A</p> <p>A</p> <p>WA</p> <p>A</p>
Skills/ Aptitudes/ Competences/	<p>Ability to volunteer effectively in a team, and independently with minimum supervision</p> <p>Good communication and organisational skills both orally and in writing</p> <p>Ability to prepare factual reports to reflect voluntary activities undertaken</p> <p>Good attention to detail.</p> <p>Understanding of the role requirements</p>	<p>A</p> <p>A, WA</p> <p>A, WA</p> <p>A, WA</p> <p>A, WA, I</p>	<p>Ability to use initiative and to lead on a project</p>	<p>A, WA, I</p>

Other	Ability and willingness to participate in a rolling rota, covering a maximum of two shifts per week, which will include unsociable hours	A, I		
	Committed to self – development	A		

For full post details and to apply, please visit:

www.keele.ac.uk/students/residencelife/jointheteam/

Closing date for applications: 23:59pm Sunday 12th January 2025

Role Information;

- To find out more about the role, as well as get updates about recruitment dates, [visit this webpage](#). Please register your interest in the role on the linked webpages to receive up to date information.
- It is mandatory for you to have reviewed this information before application.
- We will be hosting two Q&A style sessions which we recommend you attend,
 - Tuesday December 17th CBA 0.06 17:00-18:00
 - Thursday January 9th Online 16:00-17:00

Assessment Day/s will be held on either:

- Monday 20th January 2025 – Friday 24th January 2025

You will not be expected to be available on all of these dates, instead you will be sent a invitation to a short 'slot' on a maximum of two of these days to attend the assessment.