Senior Resident

1 JOB DESCRIPTION

Faculty / School or Division: Student Services
Faculty/School or Division Address: Hampton House

<table>
<thead>
<tr>
<th>Job Family:</th>
<th>Professional &amp; Administrative Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grade:</td>
<td>D</td>
</tr>
<tr>
<td>Salary range:</td>
<td>£18263 - £20411 (pro-rata)</td>
</tr>
<tr>
<td>Hours of work:</td>
<td>12 per week</td>
</tr>
<tr>
<td>Contract type:</td>
<td>Open ended</td>
</tr>
<tr>
<td>Work pattern:</td>
<td>44 or 52 weeks</td>
</tr>
<tr>
<td>Vacancy Reference Number:</td>
<td></td>
</tr>
</tbody>
</table>

1.1 Main Job Purpose

The Senior Resident is a live-in peer mentor (postgraduate or senior undergraduate student) within halls of residence who will provide advice to individual students, contribute to inclusive community-building events and activities in partnership with the student led JCRs, as well as identify at an early stage those students who may be vulnerable and need referring to the Residential Life Team. They will be required to provide active peer support to a group of students with the aid of the Chief Residents and Residential Life Advisors, and assist with supporting an evening working rota.

The Senior Resident reports to the Residential Life Advisers who coordinate all wellbeing activities in a cluster of residences. The Senior Resident helps develop and maintain the communal life within University Residences to ensure an excellent and rounded student experience and to ensure their wellbeing is supported. The Senior Resident works with other Senior Residents, Chief Residents, RL Advisers, the RL Administrator as well as a wide range of other University staff, the Students Union, Sport Exercise and Health and Students, to deliver an extensive wellbeing service and varied activities programme in the residences.

In particular the Senior Resident will be expected to assume responsibility for:

- General pastoral support for a group of residential students.
- Maintaining an environment which is conducive to study and relaxation with particular regards to student safety, security, welfare, discipline and ensuring that our legal obligations are fulfilled.
- Effectively coordinating, helping to deliver and/or promoting areas of the educational, wellbeing, cultural, sustainability, sporting or social activities within the Residence, which could include the delivery of presentations or workshops to students.
- Participating in a duty rota across the Residences, undertaking duties as assigned per shift.
- Maintaining a high profile and visible presence in the Residences, regularly interacting with students.
• Supporting Arrivals days and welcome week activities and undertaking duties as requested by the RL Advisor

1.2 Main Statement of Responsibilities

Analysis, Reporting and Documentation
• To have an understanding of, and adhere to the Senior Resident protocols, the guide for new students, University policies and Disciplinary Code along with other Residential Life publications (including those online) as indicated by the Deputy Head of Residential Life or nominee.
• Complete and return all departmental paperwork/e-entries in a timely manner. This includes but is not limited to; incident logging, monthly reports, Personal Development Plans and reviews, and event reports.

Customer Services & Support
• Encourage responsible study habits and class attendance among residents
• Provide assistance and advice to residents about day-to-day living on site
• Role model and maintain a good standard of behaviour in the residences
• Support student representative groups and clubs
• Assist the RL Advisers with dealing with any individual(s) in the residences when on duty.
• Help staff to cover the Wellbeing reception when on duty 7pm to midnight.
• Assist during Arrivals and Open Days, welcoming students and providing access to the residences as required.

Planning & Organising
• Work with the RL Advisers to facilitate academic driven study events, and student community building events in the house/hall/flat/cluster of residences
• Maintain contact with residents throughout the year by encouraging and organising events which meet the requirements established by RL Adviser.

Liaison
• Read and respond to all email communication from the Residential Life and Residences and Hospitality teams (and other team’s supporting the Residential Life service).
• Attend regular meetings and liaise with the Line Manager to update and discuss the progress of the students and bring any problems or concerns to their attention.
• Promptly attend all staff training and meetings

Decision Making
• Inform the Line Manager/Residential and Hospitality Services staff on a day-to-day basis of any defects in the communal areas of the building, noted on the duty ‘walk around’.
• Recognise and acknowledge the limits of personal pastoral abilities and therefore, a) act as a listener and mediator rather than as an adviser, b) refer counselling concerns to other University of Bristol resources and c) keep the Line Manager aware of welfare situations.

Continuous Improvement
• Keep regular contact with Residential Life team members regarding support and ideas for service improvements
1.3 Relationships

**Line manager:** Residential Life Adviser

**Line manager to (where appropriate):** Not applicable

1.4 Organisation Charts

1.5 Job Hazards/Safety Critical Duties (Pre-employment health screening)

Not applicable

---

2 PERSON SPECIFICATION

2.1 Relevant Experience, Skills and Knowledge

**Essential**

- Demonstrable problem-solving skills
- Excellent planning and administrative skills
- Good organisational skills, including event/activity planning both individually and as part of a team

2.2 Communication and Interpersonal Skills
Essential

- Excellent verbal and written communication skills and experience of developing effective relationships
- Ability to work effectively in a team environment and collaboratively with others.
- Personal resilience and the ability to effectively support self and others, understanding the need to work within boundaries and escalate issues outside area of expertise promptly
- Timely, accurate record keeping

2.3 Additional Criteria

Essential

- Able to attend all mandatory on the job training (which may be undertaken up to three weeks prior to the beginning of Undergraduate tenancies), including annual induction training
- Able to continue in post until the end of the contract term
- Engage in continuous professional development
- Must be a registered student at UoB and be prepared to live in University allocated accommodation (accommodation bursaries are available to postholders, if eligible).
3 JOB EVALUATION

N.B. 3.1 – 3.3 are only required for UBIES evaluation.

3.1 Work Examples

Dealing with unforeseen circumstances

The role holder will respond to misconduct within the residence including quietening or calming noisy parties and gatherings, reporting smoking or misuse of drugs or alcohol.

Additionally the role holder will be expected to deal with vulnerable students, for example; A student approaches the role holder and tells them that they are very depressed and have been self harming on occasion. The role holder responds by listening with compassion and empathy, and advises the student about services within the University where they can find professional support. The role holder will note down some basic details and assure the student that whilst they cannot provide absolute confidentiality, only those who need to know will be told. The role holder will then escalate the issue to a Wellbeing Advisor for advice on any further action.

Administration

The role holder will record details of attendance at workshops, events and talks given by the role holder to determine levels of engagement and feedback. On each duty shift the role holder will appropriately record any incidents, causes for concern in accordance with onsite procedures.

Event Management

The role holder will play a very active part in Arrivals Weekend, being on hand to meet and greet students and their parents, show them to their rooms, help move luggage and deal with any enquiries or anxieties. The role holder will actively participate in the residence’s Welcome Week programme.

At the start of term the role holder will be asked to lead discussions with groups of students around various wellbeing topics (such as sexual consent, drugs and alcohol etc. (either in kitchen groups, corridor groups, floor groups, or house groups – depending on how the residences are organised), on these important areas.

3.2 Additional Statistical Information. This can also include any other relevant contextual or specific School/Department/Team information that may help for job evaluation purposes

The Division of Student Services supports student retention, achievement and progression through working in partnership with residences and schools to enhance mainstream provision, and providing high quality specialist services that students can access directly to support their diversity and inclusion, mental health and wellbeing, and careers and employability. The Division is comprised of Disability Services, Widening Participation Student Support, Multifaith Chaplaincy, International
Student Support (from the end of 2017), Student Wellbeing Service, Student Counselling Service, Students’ Health Service, and Careers Service.

Across each of these areas, a key objective is to build a consensus about the need for a whole institution approach in which responsibilities are shared across residences, schools and professional services, and delivered through effective partnership working. A second common objective is to engage all students at an early stage in relation to disclosing any additional support needs they may have, managing their mental health and wellbeing, and exploring, developing and competing in relation to their future career and/or further study. This more proactive, developmental approach is intended to ensure that all students can benefit from this provision. The third common objective is to develop the use of data to help identify local and institutional priorities in our work with students and staff, and to measure the value and impact of our activities.

The Residential Life Service is comprised of teams of Residential Life Advisers, Chief and Senior Residents and Residential Experience Coordinators working in partnership with colleagues in professional services and the Students’ Union to support student wellbeing, and ensure a positive, inclusive residential community, so students can make the most of their University experience. This includes supporting student transition into higher education, inclusive community building, proactive advice and support for students experiencing difficulties, coordinating peer led schemes to support student wellbeing and enhance student engagement, and working with students and other colleagues to ensure students with additional needs are accessing the appropriate support. All of this work is underpinned by the active promotion of equality, diversity and inclusion.

### 3.3 Relevant Physical and Environmental Information

Role holder will be required to know the layout of the buildings/residential village/area within which they operate and follow lone working protocols

### 3.4 Key Contacts

<table>
<thead>
<tr>
<th>Contact Type</th>
<th>Purpose of Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students</td>
<td>Support</td>
</tr>
<tr>
<td>Senior Residents</td>
<td>To help coordinate team of SRs</td>
</tr>
<tr>
<td>Deputy Head of Residential Life</td>
<td>Line manager</td>
</tr>
<tr>
<td>Residential Life Team</td>
<td>Colleagues</td>
</tr>
<tr>
<td>Students Union and SEH staff</td>
<td>Co-delivery of residential life programme</td>
</tr>
<tr>
<td>Student Support staff</td>
<td>Deal with more complex wellbeing matters</td>
</tr>
<tr>
<td>Security</td>
<td>Assist with incidents</td>
</tr>
<tr>
<td>Relevant third parties who help with service delivery providers etc for excellent service delivery</td>
<td>Eg third party accommodation</td>
</tr>
</tbody>
</table>