



Reslife Residence Assistant (x6)

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| Department | Campus Services (www.strath.ac.uk/studywithus/ourcampus/) | | |
| Directorate | Campus Services | | |
| Staff Category | Administrative and Professional | Reference No | 630469 |
| Reports To | Reslife Co-ordinators | Grade: | 3 |
| Salary Range: | £22,448 - £22,867 | Contract Type: | Fixed Term (31/08/2025) |
| FTE | 0.35 (12 hours/week) | Closing Date | 19/07/2024 |

Job Advert

Accommodation Services is recruiting Residence Life Assistants to work on campus in the management of the Student Village. The successful candidate will work with a customer focused team in the delivery of outstanding services to over 1500 students living in University Accommodation. You will have first-hand experience of living in similar student residential campus and be used to working in a fast-paced, student focused environment.

You will work as part of a team to provide wellbeing support to over 1500 students living in the halls of residence and circa 500 students living in our off-campus provisions. You will deliver a friendly and supportive service promoting a positive living experience. Reporting to the Residence Life Co-ordinator, the successful candidate will provide peer-to-peer support and advice to students living in university accommodation and host social events that foster a sense of community and contribute to an outstanding Strathclyde student experience.

You will have experience working with a team delivering an excellent customer experience in a similar setting. The student experience is at the heart of everything we do, and we strive to continuously improve our service. Candidates should demonstrate a good understanding of the diverse needs of students and customers within an academic environment with the ability to offer guidance and escalate complex welfare cases.

You will be highly organised with good knowledge of MS Office including Word and Excel and a strong knowledge of social media platforms. You will support in the development of a refreshed Res-life programme of events designed to enhance the living experience and promote student wellbeing. You will co-ordinate a peer support programme within the residences to help assist students in issues they may encounter in their accommodation, liaising with and signposting to the relevant support services.

Job Description

Brief Outline of Job:

Reporting to the Residence Life Co-ordinator, the successful candidate will provide peer-to-peer support and advice to students living in university accommodation and host social events that foster a sense of community and contribute to an outstanding Strathclyde student experience.

Main Activities/Responsibilities:

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| 1. | Support the development and delivery of a Residence Life Programme. Plan events to help students settle into community life at Strathclyde. Provide opportunities for students to socialise and offer guidance to help them to look after their own wellbeing. Engage with students who need advice, support or guidance in relation to adjusting to University/communal living. This includes engagement via social media channels |
| 2. | Attend and participate in meetings and training as required, both internally and with other areas of the University. |
| 3. | Respond to student enquiries including first level welfare and discipline matters working closely with the Res-life Co-ordinators. Liaise with University departments, emergency services and other external services as appropriate. |
| 4. | Work closely with the broader Accommodation Services team in matters relating to the allocation of accommodation, homelessness and student wellbeing. Assisting during peaks times with arrivals and departures. |
| 5. | Participate in the flat visit programme of annual/monthly inspections. Visit the residences when required to assist in welfare issues, anti-social behaviour, flat difficulties and other issues that may arise. |
| 6. | Present information to students as part of welcome events, flat visits and meetings. |
| 7. | Be a positive advocate for living in student residences, participating in key events such as arrivals, open days and departures. |
| 8. | Complete duty reports during or following each shift. Reporting any immediate concerns regarding a student's welfare to security services and on call members of staff. |
| 9. | Support with Fire drills and provide information and guidance in areas relating to health and safety. |
| 10. | Participate in the duty rota. |
| 11. | Any other duties identified by the Residence Life Manager that may be reasonably expected. |

Person Specification

Educational and/or Professional Qualifications

(E=Essential, i.e. a candidate must meet all essential criteria to be considered for selection, D=Desirable)

E1 Be a current enrolled student at Strathclyde University

E2 Experience of working in a customer focused environment

Experience

E3 Have lived in or about to live in a student campus residential environment and demonstrate an understanding/experience of living in halls.

D1 Experience of planning, promoting and hosting social events

E4 Strong interpersonal skills including the ability to show empathy and understanding when dealing with upset or concerned individuals

D2 Good knowledge of using social media platforms to build community engagement and event marketing

D3 Ability to work well under pressure

Job Related Skills and Achievements

E5 Excellent team working skills with the ability to contribute to joint goals and objectives

E6 Excellent organisational skills

E7 Competent in Microsoft Office and other relevant computer systems

Personal Attributes

E8 Ability to build and develop excellent working relationships

E9 Calm and friendly manner with the ability to respond well under pressure

Other Relevant Factors

E10 A good listener with the ability to mediate in challenging situations

E11 Excellent time keeping

D4 Ability to manage competing priorities effectively

Application Procedure

Applicants are required to complete an application form including the name of two referees who will be contacted without further permission, unless you indicate that you would prefer otherwise. Applicants should also complete the Equal Opportunities Monitoring Form.

Other Information

Further information on the application process and working at Strathclyde can be found on our website (<http://www.strath.ac.uk/hr/workforus>).

Informal enquiries about the post can be directed to Jacob Kinnear, Jacob Kinnear (jacob.kinnear@strath.ac.uk).

Conditions of Employment

Conditions of employment relating to the Administrative and Professional staff category can be found at: [Conditions of Employment](#).

Rewards and Benefits

Our staff have access to a wide range of outstanding benefits that include financial rewards, family friendly and wellbeing benefits and career development opportunities, details of which can be found [here](#).

Probation

Where applicable, the successful applicant will be required to serve a 6 month probationary period.

Pension

The successful applicant will be eligible to join the Local Government Pension Scheme (LGPS) in Scotland. Further information regarding this scheme is available from [Payroll and Pensions](#).

Interviews

Formal interviews for this post will be held on 14/08/2024.

Equality and Diversity

The University of Strathclyde is a socially progressive institution that strives to ensure equality of opportunity and celebrates the diversity of its student and staff community. Strathclyde is people-oriented and collaborative, offering a supportive and flexible working culture with a deep commitment to our equality, diversity and inclusion charters, initiatives, groups and networks.

We strongly encourage applications from Black, Asian and minority ethnicity, women, LGBT+, and disabled candidates and candidates from lower socio-economic groups and care-experienced backgrounds.

University Values

The University's Values capture what we're all about: who we are, what we believe in and what we stand for. [Our Values](#) have been derived from how we act and how we expect to be treated as part of Strathclyde.



Conditions of Employment

Administrative and Professional Services Staff Grades 3 to 5

1. GENERAL CONDITIONS

Members of staff are subject to the Charter and Statutes and the Ordinances and Regulations of the University, published in the Calendar, and to any amendments or additions thereto approved by the University Court and, in the case of the Charter and Statutes, the Privy Council. Staff are also expected to familiarise themselves with, and adhere to, general University policies and procedures, as published on University web pages.

The University Court recognises UNISON as the sole body with which it will negotiate and consult on all collective issues concerned with the terms and conditions of employment of Administrative and Professional Services staff in Grades 3 to 5. Such terms and conditions may be varied by the University Court after negotiation and consultation with UNISON.

Each member of staff is responsible for the proper performance of allocated duties to the person or persons specified in the member of staff's letter of appointment and any accompanying papers. Members of staff may not accept outside paid work including personal consultancies without the permission of the University, which will not be unreasonably withheld.

The University is committed to ensuring that its business is conducted in an open and transparent manner and will take all appropriate steps to address risks of bribery or corruption. Members of staff are required at all times to act honestly and with integrity and to safeguard the resources for which they are responsible. The University has in place a robust Public Interest Disclosure (Whistleblowing) Policy to enable concerns to be brought to its attention. This is available at www.strath.ac.uk/publicinterestdisclosure. Other relevant policies, e.g. Fraud Prevention and Conflicts of Interests, can also be found on the University's website.

Any member of staff may at any time be exposed to commercially sensitive information, information related to potentially valuable intellectual property or information which may otherwise be of a confidential nature. This information, which could be found anywhere in the University, may be written or disclosed orally, can include information of a commercial or technical nature, and may be owned by the University or by third parties. The University requires all employees to keep any such information confidential in the first instance and not disclose, publish or otherwise disseminate it without prior consent of the University. Such confidentiality obligations are commonplace and in the commercial interests of the University. When in doubt advice should always be sought from Research and Knowledge Exchange Services prior to disclosure.

The University operates probationary periods for new staff, the duration of which will be specified in individual letters of appointment. The normal probation period for posts in this staff category is 6 months. Further guidance on probationary procedures is published at <http://www.strath.ac.uk/staff/policies/hr/>.

Further information on the terms and conditions specified in this document and other staffing policies and procedures can also be found at www.strath.ac.uk/hr.

2. SALARY

Appointments are made at an appropriate salary point on the University's grading structure, with initial placing determined according to qualifications and experience. Increments are paid to staff on 1 August each year, when the employee has a minimum of 6 full months of service at the appointed grade, allowing progression to the next point on the salary scale until the top guaranteed point of the scale is reached.

Salaries are paid directly to staff members nominated bank account, normally on the second last working day of the month.

3. HOURS OF WORK

The normal working week is 35 hours. Unless otherwise indicated in an individual's letter of appointment, the normal hours are 9.00am to 5.00pm Monday to Friday with a one hour lunch break. Certain members of staff may be required to work some hours outwith this normal pattern and this should be agreed locally.

4. HOLIDAYS

Annual leave entitlement is 27 days per year to be taken by agreement with the line manager. For staff members working on a part-time basis, annual leave entitlement will be calculated on a pro-rata basis.

In addition to annual leave there is an entitlement to eleven public holidays per year which should be taken on days that the University is closed for this purpose. The University presently closes for four additional days over the Christmas and New Year period. **These additional days count against the annual leave entitlement.**

For staff members working on a part-time basis, public holiday entitlement will be calculated on a pro-rata basis.

Annual leave and public holiday entitlements should be taken in the leave year to which they relate. Up to five days leave can be carried forward into the new leave year subject to line management agreement. In exceptional circumstances, Heads of Department/School/equivalent may approve carry forward of accrued annual leave in excess of five days.

The University's expectation is that staff take all accrued holidays prior to their termination date. If staff have exceeded their entitlement the University will deduct an equivalent number of days pay from final salary payments.

5. SICKNESS ABSENCE

During any period of absence through illness or injury provided the appropriate notification and certification procedures have been followed the University will pay a member of staff (having taken account of the aggregate of all periods of absence due to illness during the twelve months immediately preceding the first day of the current absence) as follows:

| Period of Continuous Employment at start of absence from work | Full Pay | Half Pay |
|---|----------|----------|
| Less than 1 year | 1 month | 1 month |
| 1 year but less than 2 years | 2 months | 2 months |
| 2 years but less than 3 years | 4 months | 4 months |
| 3 years but less than 5 years | 5 months | 5 months |
| 5 years or more | 6 months | 6 months |

In order to manage the University's sick pay scheme the University requires to maintain sickness absence records on individual members of staff. When making payments after the expiry of statutory sick pay the University will deduct an amount equivalent to any benefit normally payable by the Department of Work and Pensions. For full details on the

general University policy in this area please refer to the Sickness Absence Management Policy at www.strath.ac.uk/staff/policies/hr.

6. PENSIONS

At the start of their appointment, new members of staff aged under 75 will automatically be admitted to membership of the Local Government Pension Scheme (LGPS). If you are already in receipt of a pension from LGPS and your benefits relate to service prior to 01/04/2015 then you are required to notify the scheme of your new position regardless of whether you decide to remain a member of the scheme at the University of Strathclyde.

LGPS requires a contribution from the member and a contribution, as a percentage of pensionable pay, is made by the University. The contribution rates that currently apply can be viewed here: - <https://www.spfo.org.uk/index.aspx?articleid=14879>.

If your post is located out with the UK in an EU member state, then pension rules do not permit us to enrol you to the scheme.

New members of staff may opt out of LGPS within three months of taking up appointment and will then be treated as if they had never been a member of the scheme. Any member of staff choosing to withdraw from LGPS during their employment with the University, and who is withdrawing after three months' membership but with less than two years' membership, may be entitled to a refund of contributions (less any statutory deductions). Staff withdrawing from the Scheme with more than two years' membership are entitled to a deferred pension benefit. Any member of staff who wishes to opt out should contact the Pensions Team, Finance, in the first instance (pensions@strath.ac.uk).

Information regarding pension scheme membership can be found on the Pensions pages of the University's website. Full information regarding LGPS can be found on the LGPS website - www.spfo.org.uk/index.aspx?articleid=14440

7. PLACE OF WORK AND RESIDENCE

Members of staff will be based on the John Anderson Campus, unless otherwise stated in the letter of appointment. The Department/School in which the post is initially placed will be specified in the letter of appointment although there will be an expectation to work at such other places as required in the course of employment.

If the need arises for members of staff to work outside the UK for a period (or periods) of more than one month then such arrangements will be subject to mutual agreement. Members of staff would then be provided with a statement in advance setting out the terms covering such periods of employment.

The University does not normally place specific restrictions upon the place of residence of members of staff. All staff are, however, expected to reside in a location which is compatible with the satisfactory fulfilment of all the duties associated with their appointment.

8. DISCIPLINARY AND GRIEVANCE PROCEDURES

Further information on the University's disciplinary and grievance procedure can also be found at www.strath.ac.uk/policies/hr or on request from Human Resources.

9. NOTICE AND TERMINATION

The employment of a member of staff is terminable by at least one month's notice, in writing, on either side, except during the probationary period when the notice period is one week. If notice is being given by a member of staff earlier release may be granted if this can be arranged without detriment to the work of the department or area. If the appointment is for a fixed term period it will expire at the end of the period without the necessity for notice. Fixed term contracts may be terminated by either party short of the expiry date by the serving of one month's notice in writing. The University is not obliged to continue a fixed term appointment beyond the specified employment period.