

## **THE POST**

<b>College/Service:</b>	<b>Education and Student Support</b>
<b>Post:</b>	<b>Residence Life Team Leader</b>
<b>Grade:</b>	<b>n/a – Voluntary Worker. Accommodation provided free of charge.</b>
<b>Reporting To:</b>	<b>Residence Life Advisors</b>
<b>Responsible For:</b>	<b>Residence Life Mentors</b>

The above part-time, residential voluntary role is available to postgraduate students of the University of Exeter for the 2019/20 Academic Year.

### **Role Description**

#### **Main Purpose of the role**

Working as part of a team to lead and support Residence Life Mentors in providing a friendly and professional peer-to-peer welfare support service to students living in University accommodation, in order to help them settle in to life at Exeter and on an ongoing basis throughout their stay. To assist in developing a culture of community within the residences, addressing student issues through supportive and, where necessary, disciplinary measures.

#### **Main duties and accountabilities**

##### **Team**

1. To manage a small team of Residence Life Mentors; providing support and direction and ensuring that tasks are carried out effectively; monitoring progress on an ongoing basis and through formal appraisals. Whilst on duty, to provide guidance and support to Residence Life Mentors from the wider team as necessary.
2. To attend and participate in initial and follow-up training, weekly Team Leaders' meetings and team meetings, progress meetings and other meetings relevant to the post.

##### **Service Provision**

3. To support and empower resident students to find solutions to problems, signposting to other services as appropriate and escalating serious issues promptly; and to ensure that concerns relating to resident students are addressed without delay.
4. On a rota basis, to provide an out-of-hours on-call service responding to resident student incidents and welfare emergencies during the evening and overnight, liaising with Duty Managers, Estate Patrol and Residence Patrol staff as appropriate.
5. On a rota basis, to participate in visiting residences at key times to address issues of anti-social behaviour.
6. Under the direction of the Residence Life Advisor (Discipline), to participate in the implementation of the University's Student Disciplinary Procedure,

- including organising disciplinary meetings, completing paperwork, and conducting/participating in disciplinary meetings.
7. To play an active part in the organisation and running of an appropriate range of planned social events for residents, ensuring that social activities are organised in each of the three terms.
  8. To assist in organising and implementing the delivery of information on events and issues relevant to resident students; including working as part of a team to plan and organise information campaigns on various aspects of student life and wellbeing.
  9. Where necessary, to proactively visit and build supportive relationships with a group of allocated residents (mentees) on a weekly basis, completing a work log after each visit.
  10. To assist staff in carrying out tasks relating to the student community (e.g. fire drills)

### General

11. To perform administrative duties, including ensuring that e-mails and telephone calls are answered appropriately; and that the team's records are completed and stored in line with procedures and with regard to confidentiality and Data Protection.
12. To familiarise yourself with services within the University and Students' Guild, co-ordinating and communicating as appropriate to support students and the aims of the team and the University.
13. To recognise your own limitations and work within them, seeking further advice and guidance as necessary.
14. To participate in training as appropriate, and assist in the training of Residence Life Mentors.
15. To ensure you observe University and departmental Policies and Procedures as communicated to you, including Health and Safety Policies.

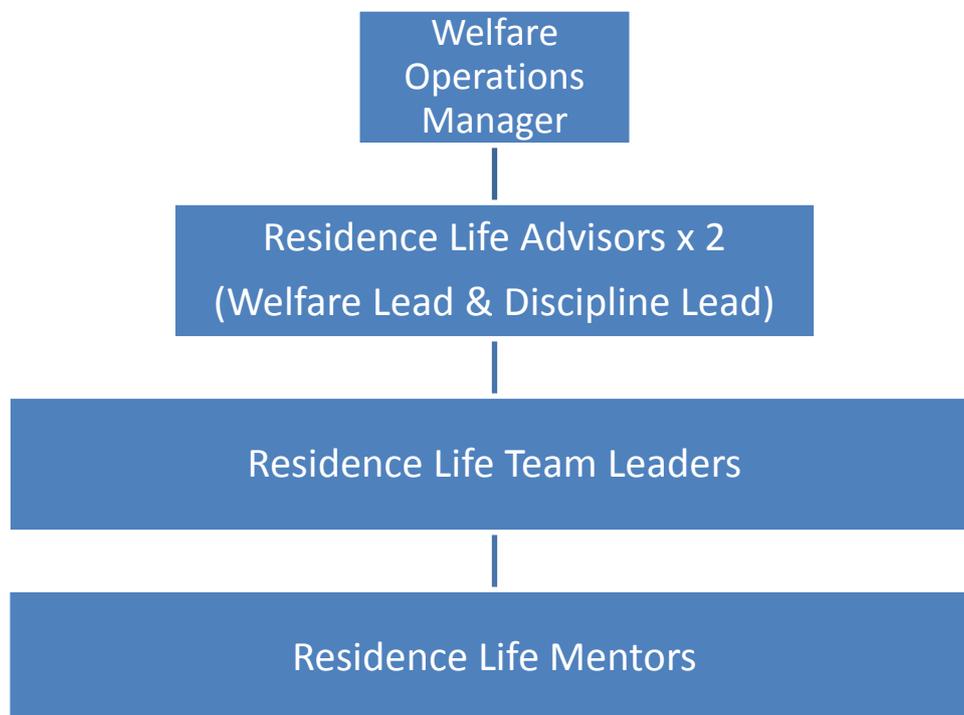
This role description summarises the main duties and accountabilities of the post and is not comprehensive: the post holder may be required to undertake other duties of similar level and responsibility.

### Person specification

Competency	Essential	Desirable
Skills, Knowledge and Aptitudes	Strong verbal and written communication skills, able to communicate effectively with a wide range of people. Listening skills. Able to maintain appropriate boundaries. Awareness of issues affecting students living in residence. Administration and organisational skills. Time management skills and the ability to prioritise. Capable of working under pressure or in unexpected situations.	Awareness of University support services. Ability to present information in innovative, student-focussed ways.
Experience	Experience of living in	Experience of helping

	student accommodation. Experience of working as part of a team.	others and/or working with students/young people. Experience of leading a team.
Qualifications, Education and Training	Postgraduate student of the University of Exeter for the 2019-20 Academic Year. (Graduate-entry Masters or research degree)	Full driving licence, willing to drive University vehicles if necessary.
Personal Characteristics	Approachable. Non-judgemental. Proactive. Supportive of others. Committed to maintaining client confidentiality. Tactful and diplomatic. Calm and able to make decisions under pressure. Able to conduct duties (e.g. student visits) across a wide and varied range of residences.	

#### Residence Life Team Leader – Further Particulars



### **Hours of work**

The post holder will be required to attend full-time training on Thursday 5<sup>th</sup> and Friday 6<sup>th</sup> September and from 9<sup>th</sup> – 12<sup>th</sup> September 2019.

During Arrivals Weekend and Freshers' Week (13<sup>th</sup> – 22<sup>nd</sup> September 2019) it is anticipated that Team Leaders will undertake more than the usual 15 hours in order to support the large numbers of newly-arrived students in settling in.

The post holder will be expected to perform their role for 15 hours per week during term-time (23<sup>rd</sup> September – 13<sup>th</sup> December 2019; 6<sup>th</sup> January – 27<sup>th</sup> March 2020; 27<sup>th</sup> April – 12<sup>th</sup> June 2020) including the following:

- On a rota basis, perform a number of evening duty shifts per week (generally two shifts per week). These shifts include office time, any necessary meetings with students (for example, disciplinary meetings or meetings to discuss welfare issues), and time spent conducting visits to residences, in particular to address any anti-social behaviour.
- On a rota basis, provide an out-of-hours overnight on-call service (6pm – 8am)
- Attend a weekly Team Meeting, including taking minutes or chairing the meeting on a rota basis (approximately 1.5 hours; one evening per week).
- Participate in planning, organising and running events for resident students.

During University vacations, the post holder will, along with their colleagues, participate in an on-call rota providing assistance to students in need of support.

### **Accommodation**

The Residence Life Team Leader role is residential, and the post holder will therefore be allocated rent-free self-contained accommodation (in either a studio or a flat) in a University residence. (As with all our student accommodation, this accommodation includes the provision of utilities i.e. water, electricity, and gas where applicable; and connection to the University's internet service. However, please note that Team Leaders are responsible for any other costs associated with their accommodation e.g. the cost of a TV Licence should they require one, Council Tax payments to the Local Authority if applicable, any top-up contents insurance for valuable items, etc.) Where possible, this accommodation will be within their team area – however please note that this is not possible in all instances; that teams may be spread over a wide geographical area incorporating both Exeter campuses and off-campus residences; and that the post holder may be asked to work in an alternate area (e.g. to cover sickness).

Applicants may express a preference to join a particular team, but we cannot guarantee to be able to place Team Leaders in a specific location/within a specific team.

Team Leaders may request permission to cohabit with a partner; however, please note that the University does not consider the accommodation suitable for children.

Accommodation will be provided from 1<sup>st</sup> September 2019 – 31<sup>st</sup> July 2020.

### **Training**

The post holder will be required to attend full-time training on Thursday 5<sup>th</sup> and Friday 6<sup>th</sup> September and from 9<sup>th</sup> – 12<sup>th</sup> September 2019 ('Training Week'). Attendance at Training Week is mandatory and is a requirement of the role.

Prior to Training Week, the post holder will be required to complete pre-reading and any additional online training provided.

In addition, team members may be required to attend additional training sessions throughout the year (e.g. Student Switch Off)

### **Time off**

The post holder will not normally be entitled to any time off from the commitments outlined above; however, in exceptional circumstances (for example, should the post holder need to attend a conference essential to their academic work), we will endeavour to rearrange team commitments to accommodate this.

### **Uniform**

The post holder will be expected to wear uniform (polo shirt and ID card, plus fleece or coat when appropriate) whilst on shift.

### **Right to work**

In order to confirm your right to work in the UK at interview you will need to produce the appropriate documentation. Please see the website for full details:

<http://www.exeter.ac.uk/staff/employment/righttowork/proof/students/>

### **References**

All appointments are subject to satisfactory references. Applicants should note that the University normally contacts referees for short-listed applicants without further advice to applicants. When advising of referees, if they are resident overseas, please ensure you supply fax numbers and/or email addresses enabling us to contact them (if necessary) without delay.

### **DBS Clearance**

Please note that as this post will involve working with Children/Vulnerable Adults, your appointment is subject to you receiving satisfactory DBS clearance in accordance with University policy.