



Join the ResLife Team

**BE A RESIDENT  
ASSISTANT (RA)**



# BE A RESIDENT ASSISTANT (RA)

**It's fun and worth it!**

**You get lots of perks for the RA role**

Package worth **£2900** to include:

**Money off accommodation**  
**UU parking pass (Magee only)**  
**£150 Amazon Vouchers**

Not to mention the experience, meeting new people & Free access to all ResLife trips and events.



## Resident Assistant Team

This guide is intended to prepare you for the application and selection process designed to recruit Resident Assistants (RAs). Although you can never explain completely the experience of being an RA this guide will provide you with important information regarding the RA role.



### On the following pages, you will find:

How to apply	6
Recruitment	6
Job description	7



## IMPORTANT

### Read this first

Successful candidates for our RA teams will be selected based on how they demonstrate their leadership capabilities and their experience in a residential environment (or other customer care setting). Residential Services will be looking for evidence of awareness, sensitivity, discretion and the ability to work independently and confidently without constant supervision in a variety of situations. These situations may require quick thinking, a friendly disposition, an ability to communicate effectively & often a smile!

RAs are required to live in University residences and take an active role in the ResLife Community facilitating a positive student environment. They are required to respond to any incidents that may occur whilst on call and to provide a connection between the university and its residents.

The emphasis is on fostering a supportive residential environment, so residents exceed their academic expectations whilst enjoying the benefits of living in University accommodation. RAs play an important role in promoting positive lifestyle choices and ensuring the health and safety of all students.

[ulster.ac.uk/accommodation/forms-and-documents/resident-assistant-application](https://ulster.ac.uk/accommodation/forms-and-documents/resident-assistant-application)







## If You Can...

- Confidently approach & positively communicate with students in all sorts of situations.
- Listen empathetically and advise students.
- Work on your own and as part of a team to keep residents safe & happy.
- Work with the ResLife team and signpost students to appropriate support services as required.
- Handle difficult situations.
- Make decisions.
- Report and liaise effectively.
- Retain your sense of humour and enjoy living in University accommodation!

**... then please proceed with your application**

# HOW TO APPLY

**Applications Open Monday to 31st January 2022  
and Close on Sunday 20th March 2022**

Apply in just a few minutes using our online form [ulster.ac.uk/accommodation/form-and-documents/resident-assistant-application](http://ulster.ac.uk/accommodation/form-and-documents/resident-assistant-application)

**If you are successful at the recruitment stage, your appointment to the 2022/23 RA team will be subject to your attendance and participation in the residential RA Induction in May and September 2022.**

## RECRUITMENT TIMETABLE

### Stage 1

**Week Commencing Monday 4th April  
(Evening)**

This stage takes the form of a small group activity. Further Information will be sent to all applicants.

### Stage 2

**Week Commencing Monday 11th  
April (Evening)**

If you are successful at stage one, we will invite you to meet with us for an interview. Please note if you are successful at this stage an academic reference will be sought to confirm good academic standing.

### Stage 3

**Week Commencing Monday 23rd  
May 2022**

If successful at the recruitment stage your appointment to the 2022/23 RA team will be subject to your attendance and participation at RA induction & training at the Magee Campus.

### Stage 4

**Local Induction 8th & 9th Sept 2022**

Successful completion of Group Training and Induction will bring you to your local induction at your home campus.

# JOB DESCRIPTION

**Job title:** Resident Assistant (RA)  
**Department:** Residential Services  
**Reporting to:** ResLife Night Co-ordinators

Campus	Area	No. RA's
<b>Belfast</b>	Dalriada Student Village	4
	123 York Street	3
	LIV	4
<b>Coleraine</b>	Cranagh Village, Errigal & Knocklayde	4
<b>Magee</b>	Duncreggan Student Village	6
	Coppin House	3

## OVERALL PURPOSE OF JOB

**Resident Assistants live in accommodation and take an active role in creating thriving campus communities. This may include dealing with incidents that occur whilst on duty, supporting and promoting ResLife events and providing a link between the Residential Services team and residents.**





# RA ROLE & RESPONSIBILITIES

MAIN ACTIVITIES	WHAT'S IN IT FOR YOU?
Assist with the arrival and induction of new residents.	Meet new people from various cultures and backgrounds.
Participate in University Open Days and information sessions.	Develop new skills and build confidence.
Provide pastoral support and signpost residents to appropriate support services as required.	Development of communication and mediation through accredited training.
Conduct monthly flat chats and routine health & safety checks.	Enhance your CV with a comprehensive training and induction programme including First Aid, Safe Talk and Conflict and Mediation.
Assist with Fire Drills each semester.	The opportunity to gain valuable experience and network of fellow University employees.
Support and promote all ResLife Events, encouraging participation from residents.	Experience of working as part of a diverse team within a busy ResLife office.
Awareness of all ResLife Policies and Procedures.	Mentoring and leadership skills.
Ensuring that all noticeboards and Resident information is kept up to date.	PLUS money off your rent!!
Respond to out of hours incidents whilst on call.	
Carry out various duties at the request of ResLife staff.	





## Scope

- RAs will be part of a team operating on a rota and will normally be on duty at least two nights per week plus overnight on call and one weekend in four from 4pm Friday until 5pm Sunday.
- RAs are appointed to contribute to the creation of thriving campus communities and will be expected to be aware of issues affecting our residents.
- RAs will have a cohort of residents in a designated area for which they are responsible.
- RAs will be expected to assist other staff in the event of a major incident or as requested by ResLife staff at any time.
- RAs are required to live in the accommodation as their principal residence for the duration of the contract.
- RAs are expected to create a sense of community by championing events throughout the year in conjunction with Students Union and Sports Services.
- An RA is expected to exhibit a high level of commitment for the role.
- RAs performance will be monitored on an ongoing basis.

# PERSONNEL SPECIFICATION

## EDUCATION/TRAINING

1	A full-time UU student in good academic standing.	<b>Essential</b>
2	A good secondary education.	<b>Essential</b>
3	At least one year in third level education.	<b>Essential</b>

## EXPERIENCE AND SKILLS

1	Awareness of the issues that can affect students living in shared accommodation.	<b>Essential</b>
2	Excellent communication – verbally and in writing.	<b>Essential</b>
3	Experience of a living in a residential environment- University accommodation or private accommodation.	<b>Essential</b>
4	Experience of working in a busy customer service environment.	<b>Desirable</b>

## PERSONAL QUALITIES

1	Confident, competent, diplomatic and friendly.	<b>Essential</b>
2	Ability to handle confidential material with discretion and sensitivity.	<b>Essential</b>
3	Ability to work in a demanding environment with minimum supervision.	<b>Essential</b>
4	Ability to work alongside and collaborate with a wide range of staff.	<b>Essential</b>
3	Commitment to the University's Equality Strategy.	<b>Essential</b>
4	Flexibility in approach to work and dedication to duties during evenings, weekends and holiday periods.	<b>Essential</b>