

# RESLIFE TEAM 2023/24 – ROLE DESCRIPTOR



## RESLIFE ASSISTANT (RESIDENCES)

### About RGU ResLife

RGU ResLife sits within the Student Life Department of the University. Our job is to ensure that students have the best experience while staying in student accommodation, as well as their living experience throughout their journey at RGU. Primarily, our teams work in RGU owned accommodation, as well as both Unite Student properties in the city. Our team's main role is to help build a community for students in halls. They do this by providing support to students, proactive and reactive out of hours support, a comprehensive social calendar, as well as access to University professional support services.

### ResLife Assistant (Residences) – Volunteer Role in RGU Accommodation

<b>Responsible to:</b>	ResLife Warden & ResLife Co-ordinator
<b>Purpose of the role:</b>	To ensure that students have the best living experience, through the promotion of welfare, inclusion, socialisation and integration within Accommodation sites.

### Principal Duties

#### **Out of Hours & Welfare Support**

- To take part in duty out of hours rota\* and “on-call” duties, providing a responsive service to residents living in RGU Accommodation. This involves access to master keys for areas of responsibility and access to an on-call phone for work related duties.
- Provide a signposting service to residents by developing sound knowledge of professional or specialist services available within, and out with, RGU.
- Utilise ResLife reporting platform to report any problems relating to the welfare of residents, antisocial behaviour, and other complaints, that cannot be resolved by the ResLife Team.
- Liaise with site staff on site matters relating to the welfare of students and maintenance issues affecting the experience of residents.
- Assist with student arrivals; by welcoming new students and issuing of keys.

*\*Please note: Out of hours refers to overnight and weekend cover*

#### **Community & Events**

- To build a community in halls, through the provision of proactive initiatives and activities.
- To provide opportunities for resident students to engage with each other through the organisation and hosting of social events, initiatives or other duties as directed by the ResLife Advisor or ResLife Co-ordinator.
- To be responsible for proposing events, developing an understanding of budget requirements, student engagement and other event specific administrative tasks.
- Proactively visit all residents within your site or ‘block’ regularly, entering flats (with residents’ permission) to introduce yourself as their ResLife Assistant and feedback residents’ issues to ResLife Warden, ResLife Advisor, ResLife Co-ordinator, or ResLife & Student Help Point Manager.
- Actively participate in the development of ResLife social media accounts.

#### **Teamwork and Development**

- Assist other members of the ResLife Team with their duties and objectives when appropriate.
- Attend regular team meetings with ResLife Warden, and ResLife Co-ordinator to promote effective communication between team members.
- To carry out any other reasonable duties, as instructed by the ResLife Warden, ResLife Advisor, ResLife Co-ordinator, or ResLife & Student Help Point Manager.

### RESLIFE ASSISTANT (RESIDENCES)

#### Benefits of joining the team

In addition to being able to support your fellow students in halls of residence, team members can benefit from the following:

- Ongoing training and development (including First Aid, Mental Health First Aid and Fire Safety)
- Enhancing CV through development of key interpersonal and professional skills
- Support from, and networking with, dedicated RGU staff members
- Starting at 70% rent discount in RGU Halls

#### Further Information

ResLife Assistant (Residences) roles are available within all RGU Accommodation sites:

- Woolmanhill Flats
- Crathie Student Village
- Ramsay Development
- Garthdee Towers

Successful candidates for the role of volunteer ResLife Assistant (Residences) will be expected to live in RGU Accommodation throughout the academic year (start of Semester One until end of Semester Two), excluding a three-week Christmas 'vacation' period.

Successful candidates will be expected to attend a week-long training programme, the week prior to Freshers Week (exact date to be confirmed).

For further information, please contact Ellen Vinke, ResLife Co-ordinator via email: [reslife@rgu.ac.uk](mailto:reslife@rgu.ac.uk).