

RESLIFE TEAM 2023/24 – ROLE DESCRIPTOR



RESLIFE WARDEN (WOOLMANHILL)

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/managed accommodation, as well as a select number of Unite Student properties. Their role is to help build a community for students in halls, as well as to support the development of students. They do this by providing support to students, proactive and reactive out of hours support, a comprehensive social calendar, and access to University professional support services.

ResLife Warden (Woolmanhill)

Responsible to:	ResLife Co-ordinator and ResLife & Student Help Point Manager
Responsible for:	ResLife site teams, consisting of volunteer ResLife Assistants (Residences) and ResLife Assistants (Community).
Purpose of the role:	To ensure that students have the best living experience, through the promotion of welfare, inclusion, socialisation and integration within Accommodation sites.

Principal Duties

Team Management

- Be responsible for the day-to-day supervision of ResLife Assistants within our Woolmanhill team.
- Arrange for a duty out of hours rota for “on-call” duties, ensuring that a member of the ResLife team is available at all times outwith site janitor hours, including University public holidays.
- Conduct and monitor on-site training and performance of ResLife team, in conjunction with the ResLife Co-ordinator, ensuring induction checklist is completed by each member your team.
- Review Incident Tracker reports and performance of ResLife team members.
- Assist in arranging regular meetings with site staff and organise ResLife team monthly meetings.
- Conduct individual meetings with team members to discuss performance, as required, in conjunction with the ResLife Co-ordinator and authorise continued progression of team members.

Out of Hours & Welfare Support

- Be accessible to your team members out of hours (via telephone), providing advice and support when escalation is required. You will be provided with a mobile phone to assist in these duties.
- Utilise Incident Tracker to report any problems relating to the welfare of residents, antisocial behaviour, and other complaints, that cannot be resolved by the ResLife team.
- Provide a signposting service to residents by developing sound knowledge of professional or specialist services available within, and outwith, RGU.
- Liaise with site staff on site matters relating to the welfare of students and maintenance issues affecting the experience of residents.
- Formally report issues to ResLife Co-ordinator or ResLife & Student Help Point Manager, regarding incidents, in accordance with the University Academic Regulations.
- Conduct follow up investigations (after incidents) and welfare visits, as detailed by ResLife & Student Help Point Manager or ResLife Co-ordinator.
- Feedback residents’ issues to ResLife Co-ordinator or ResLife & Student Help Point Manager, as reported by ResLife team.

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Community & Events

- To work with the ResLife Co-ordinator and ResLife Advisor to develop relevant links with community groups and organisations.
- To promote the welfare and good conduct of students and other residents at sites which you are responsible for.
- To ensure the teams you are responsible for 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 Co-ordinator or ResLife Advisor.

Teamwork and Development

- Attend regular meetings with other ResLife Wardens, the ResLife Advisor, ResLife Co-ordinator and ResLife & Student Help Point Manager.
- Liaise regularly with the ResLife Co-ordinator and other ResLife Wardens to arrange absence cover for your site, when you are unavailable, and provide continuity of service delivery across RGU Accommodation.
- To carry out any other reasonable duties, as instructed by the ResLife Co-ordinator or ResLife & Student Help Point Manager.

Benefits of joining the team

In addition to being able to support students in halls of residence, ResLife Wardens can benefit from the following:

- Ongoing training and development (including First Aid, Mental Health First Aid and Fire Safety)
- Enhancing CV through the development of key interpersonal and professional skills
- Reside for free in a furnished flat at Woolmanhill Flats, including free heating, lighting and WiFi
- Please note, you will be responsible for payment of Council Tax for the flat you inhabit. Additionally, for RGU Staff members (including students employed by RGU in any capacity), this accommodation is considered a taxable benefit-in-kind and will need to be included in your self-assessment tax return.

Further Information

ResLife Wardens will be expected to have an average of 5-10 hours a week time commitment, and to also be living on-site throughout the year.

Applications are welcomed from current RGU staff members, or postgraduate, mature students who have relevant experience. The successful candidate for the role of volunteer ResLife Warden will be expected to live in RGU Accommodation throughout the year.

For further information, please contact Ross Leven, ResLife & Student Help Point Manager or Ellen Vinke, ResLife Co-ordinator via email: reslife@rgu.ac.uk