

Role of Residence Assistant at NAC

Role Details

Role Title: Residence Assistant
Duration: Fixed term from 28th August 2023 – 21st June 2024
Reports To: Volunteer Coordinator (Residency)
Benefits: Full accommodation costs provided, including utilities (heating, electricity and WiFi). Breakfast, lunch and dinner included Monday-Friday, evening meals provided at the weekends on request.
Closing Date: Completed applications to be sent to kirstyadamson@nac.ac.uk by 12 noon on 1st May 2023, interviews are likely to take place w/c 8th May

Dimensions

Residence Assistants (RAs) provide advice and support for students living in our accommodation. Working with the Curriculum Manager, the Support for Learning Advisor and the Facilities, Housekeeping and Catering Teams, they play a key role in helping our residents adjust to independent living.

There are around 5-15 students within the residency at any time and the RAs will be expected to form positive and mutually respectful relationships with them. RAs will encourage responsible and orderly behaviour in our accommodation, and foster a tolerant, inclusive and socially responsible environment in which our residents can thrive. Additionally, there may be corporate or external clients staying within the residency and the RA would be the first point of contact for out-of-hours support.

RAs will be required to complete training prior to commencing the role. The role is offered for the period of 28th August 2023 – 21st June 2024. RAs will be provided with accommodation and board for the full duration stated, other than the Christmas closure period, from 22nd Dec 2023 – 7th January 2024. Heat, electricity and Wi-Fi access are included.

RAs will have full access to the facilities of Newbattle Abbey College, including the library, crypt, restaurant and extensive grounds including the Italian Garden and Lord Ancrum's woodland.

Main Responsibilities

The primary mission of RAs is to assist and support our residents. They do this by building community, planning events, responding to emergencies, administrative responsibilities and tasks relating to the running of the accommodation. Specific duties include:

Community Building

- Be available, visible and approachable

- Maintain regular contact with residents by being present in the residence e.g. during office (or lounge) hours, one-to-one chats, rounds of the buildings and by hosting and attending events and activities
- Encourage responsible and orderly behaviour in our accommodation, and foster a tolerant, inclusive and socially responsible environment in which our residents can thrive
- Support student induction into the residence
- Communicate information to residents utilising notice-boards, email, social media, communal areas and residential meetings
- Organise a range of activities to support residents' social, wellbeing and academic progress

Student Support: Working closely with the Learning Support Team

- Provide follow up support and monitoring of students of concern
- Proactively meet with students, reporting any concerns to the Learning Support team
- Remain alert to students who may be experiencing difficulties, including those who are not engaging
- Utilise the appropriate escalation and reporting protocols

Incident / Emergency Response

- Reset the fire-alarm and heating system after a false alarm
- Re-set the intruder alarm after a false alarm
- Providing a first response to an emergency in the residency, holding the situation until additional help arrives
- Respond calmly to issues and concerns, following college protocol and escalating appropriately
 - Student welfare concerns
 - Behaviour concerns
- Follow and promote appropriate safety guidelines (eg, fire safety)

Administrative

- Be familiar with relevant guidelines, policies and procedures including escalation and reporting protocol, the student handbook, terms of the accommodation lease, college policies, and the Code of Student Conduct
- Attend and contribute to relevant meetings and training sessions
- Complete and return all paperwork in a timely manner e.g. incident reports, monthly reports, event proposals and event reports
- Be the point of contact for repairs or any matters relating to Estates and Facilities

Specific Duties

- To be on duty within the residence from 7pm-7am on a rotational basis, alternating with the Co Resident-Assistant
- Remain within a 30-minute radius of the accommodation within duty hours and be contactable
- Duties will include weekends on a rotational basis
- To be the out-of-hours point of contact within the residence for both NAC and corporate residents
- Participate in induction, training and ongoing development
- Set the main building alarm whilst on duty
- Ensure that Health & Safety, Security, Fire Evacuation and Building Emergency procedures are promoted and continuously monitored and managed throughout the residence
- Manage out-of-hours access to rooms for NAC students and Corporate residents (out-of-hours arrivals or lock-out)
- Maintain standards of confidentiality
- Sleep in the designated accommodation

Requirements

Essential

- Excellent communication and interpersonal skills with the ability to form effective and trusting relationships
- Awareness of other cultures, societies, practices, and understanding of diversity and equality issues relevant to the role
- Flexibility to work nights and weekends as required
- Reliability and good time management skills
- Demonstrable experience of solving problems and making effective decisions
- Demonstrable experience of working effectively as part of a wider team

Desirable

- Experience of working with students.
- Experience of living in a student residential environment.

Other requirements:

- Applicants will be required to have the necessary documentation to prove your right to work in the UK and ensure you do not break any working restrictions applicable e.g. exceed maximum working hours permitted by visas.

Please note that due to the nature of this role the role description is not exhaustive and the role holder's proactive initiative will often be required. All appointees will be subject to a PVG check. For any further information, please contact the Depute Principal and Director of Academic Development, Dr Kirsty Adamson (kirstyadamson@nac.ac.uk).