

**University of Derby Job Description**

# **Job Summary**

## **Job Title**

Residential Assistant

## **College/Department**

Campus Life – Student Living

## **Location**

Student Living Halls of Residence

## **Job Reference Number**

0016-25

## **Salary**

£23,865 to £24,213 per annum, pro rata (For exceptional performers, there is scope for further progression up to £27,859 per annum, pro rata)

## **Reports To**

Halls Manager

## **Line Management Responsibility**

No

# **Job Description and Person Specification**

## **Role Summary**

To provide excellent frontline customer service to our residents and to ensure the smooth and effective running of the halls accommodation, whilst providing a friendly and approachable point of contact for residents.

## **Principal Accountabilities**

1. To be the first point of contact during working hours. To liaise with site personnel whilst on duty, complete handovers with the Hall Manager, Caretaker or Community Supervisor both prior to and following a shift. To deliver excellent customer service at all times enhancing the student experience.
2. Adhere to all Campus LifeL & University of Derby (UOD) policies and procedures as detailed in the operations manual whilst carrying out duties including, but not limited to office cover, issuing post/parcels to residents, issuing and receiving keys, parking fobs and door entry tokens, report writing, entering flats, attending to lock outs and other duties deemed within the remit of the post.
3. To assist in the management of critical/welfare/other incidents and student related issues whilst maintaining confidentiality at all times, this includes assisting site staff during the on call hours of the shift.
4. Carry out general administration including maintenance logging, incident reporting, check in/out of students using the Residential Management System RMS, distributing notices/posters across the site including pre-arrival literature, contacting students by phone/in person and filing of student related information.
5. Carry out Health and Safety duties including fire alarm evacuation, legionella prevention tasks, fire extinguisher checks, emergency call outs to contractors as and when required, administering first aid treatment and completion of associated reports.
6. To assist and support site visits/open days and to work the student intake weekend and student outtake weekend.
7. To engage with students and gather feedback relating to specific topics as detailed by Derbyshire Student Residences Ltd (Campus Life) staff and the other support mechanisms.
8. To work in accordance with the pre-defined rota including assistance in covering of absence for site-based staff and other sites as the need arises and volunteering to cover holiday periods at Christmas, Easter and the Summer vacation.
9. To attend all meetings arranged by the Hall Manager including welcome meetings, site team meetings and resident flat meetings/mediation sessions.
10. To attend and fully engage in all training provided by Campus Life prior to commencement of the post and on-going as requested by Campus Life.
11. To welcome all visitors to site in a warm and friendly manner, this will include students, short stay guests, conference delegates and any other third-party visitors. This may include preparing for conferencing activity including makeup and break down.
12. To engage in Campus Life activities promoting and delivering social events, which will include weekly distribution of posters and flyers.
13. Whilst carrying out duties it is a requirement that you hold the site mobile and radio at all times.

Any other duties deemed relevant to this post.

## **Person Specification**

### **Essential Criteria**

#### **Experience**

* General administration and report writing.

#### **Skills, knowledge & abilities**

* Understanding of what good customer service looks like
* IT literate with a good understanding of basic software.
* Good communication skills both written and oral.
* Ability to maintain confidentiality of personal data

#### **Business Requirements**

* Enrolled as a University of Derby student for the academic year
* Living in University of Derby accommodation for the academic year

### **Desirable Criteria**

#### **Qualifications**

* First aid trained.

#### **Experience**

* Working with young people in either a voluntary or paid capacity.
* General awareness of health and safety in a residential environment.

# **Benefits**

The University of Derby believes in providing choice to our people suited to their needs or life stages. Offering a number of salary sacrifice options, a generous holiday entitlement starting from 26 days plus bank holidays and 4 concessionary days and a host of family friendly policies, mean that splitting your time and finances can be easier. For those with prospective students in the household, we also offer tuition fee support to partners and children and, not forgetting you, we offer financial support for accredited learning.

Our competitive 'total reward' offering has something for everyone and looks to reward and recognise people in different ways.

Core to the package is a competitive pay structure and generous public-sector pension schemes. Our pay structure allows for stepped progression in role and is reviewed against the market and, where applicable, awarding national pay awards annually. Further financial support is offered through our generous pension contributions in support of your retirement fund with those within our Teachers’ Pension Scheme receiving an employer contribution of 28.6% of salary and those within the Local Government Pension Scheme at 23%.

Wellbeing at Derby features within our benefits options from our Employee Assistance programme through to our eyecare voucher scheme, not to mention the discounted membership for our on-site gym at our Kedleston Road campus. With our Inclusion and Wellbeing Networks, there really is support for everyone.

We also facilitate ‘Give as You Earn’ options to donate to your preferred charities straight from your pay which enhances the amount your charity receives for your donation.

At the University of Derby, we celebrate loyalty and achievements through our Staff Excellence Framework be it financially, or non-financially. We aim to foster a culture of boldness and brilliance in our people, and from a simple thank you through to a local awards ceremony, we recognise and celebrate notable achievements of our colleagues.

For more information on the benefits of working at the University of Derby go to the [Benefit pages of our website](https://www.derby.ac.uk/jobs/life-at-derby/rewards-and-benefits/).

# **Our People**

The University of Derby is committed to promoting equity, diversity and inclusion, regardless of age, disability, trans status, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.

We are Disability Confident Employers, demonstrating our commitment to disability inclusion, and invite applicants to highlight adjustments they may require to ensure equitable participation in our recruitment processes.

Further, we are committed to ensuring an environment which is trans and non-binary-inclusive for all our staff, students, partners, and visitors, and continuously review our policies, guidance and training.

When applying to join the University, you can choose your preferred title, including the gender-neutral title 'Mx'. We also ask our candidates if they would like to share their preferred pronouns. This is voluntary but demonstrates our commitment to inclusivity for trans and non-binary candidates. Once employed, you can add pronouns and preferred names onto our system.

The University of Derby undertakes anonymised shortlisting during the staff recruitment process. This means that, when shortlisting, panel members will not be able to see an applicant’s name and will see an applicant number instead. This demonstrates the practical steps we are taking to remove barriers to recruitment by minimising the possible impact of our unconscious bias.

However you identify, we actively celebrate the knowledge, experience and talents each person brings. Our students come from a wide range of backgrounds; therefore we are particularly interested to hear from applicants who will help our leaders and teams be more reflective of our student population.

For more information on equity, diversity and inclusion at the University of Derby, please visit our [website](https://www.derby.ac.uk/about/equality-and-diversity/).