



**UNIVERSITY  
OF LONDON**

# Resident Advisor

**Recruitment  
Pack  
2024/25**

**September  
2024  
entry**

[campuslife.london.ac.uk](https://campuslife.london.ac.uk)

Residential  
Life



# Benefits, remuneration and fees

- Successful applicants will be offered a standard single room in the Hall that they are appointed with an 80% rebate of the 2024/25 charges, subject to the standard Licence Agreement applicable to all student residents.
- Resident Advisors may have the opportunity to upgrade their accommodation, at the Warden's discretion, and will be charged the difference in fees alongside the 20% charge for their accommodation. The number of rooms available for upgrade are limited.
- Resident Advisors will be invoiced and expected to make all payments within the stipulated time. Any accrued debt could result in the Resident Advisor's contract being terminated.
- Resident Advisors will not be offered employment contracts with the University.
- Resident Advisors will be expected to agree to and sign a Licence Agreement for their room.
- Resident Advisors will be expected to agree to and sign a Volunteer Agreement. This agreement is not intended to be a legally binding contract. It may be cancelled at anytime at the discretion of either party and the University will confirm the effect on the Resident Advisor's Licence Agreement and accommodation costs in these circumstances.
- All Resident Advisors are required to move in to their hall starting from Friday 30th August 2024 (after 10:00) and no later than Saturday 31st August 2024 (before 16:00).

## Arrival Dates

Arrivals Day will be on 15th September 2024 and all Resident Advisors are expected to be in attendance.

- Preparation Day: Saturday 14th September 2024 between 12.00 - 5:00pm
- Arrival Day: Sunday 15th September 2024 between 09:00 - 6:00pm

Some local variations with an additional earlier arrival day may apply depending on the Hall you have been allocated to. In this case, the Warden of that site will be in contact to schedule local arrangements.

# Training

The University provides all Resident Advisors with a mandatory and comprehensive training programme before they commence their roles and includes topics such as Mental Health awareness, First Aid, conflict resolution, drug awareness, health & safety, safeguarding, suicide prevention, community building, social programming, equality & diversity, response to sexual violence, consent, report writing etc. All appointed Resident Advisors are expected to complete the mandatory training programme and failure to do so will result in the voluntary agreement being terminated.

- Online training : To be completed by 1st September 2024.
- In person training : 2nd September till 6th September 2024 and 9th September till 10th September 2024 inclusive 9:00am – 5:00pm each day.



*“Being an RA has been an extremely rewarding experience for me. I have been provided with various opportunities to develop my leadership and teamwork skills. From providing pastoral support to implementing disciplinary measures, everyday on the job has been training me to become a more empathetic, patient and confident person.”*

**Yatana, Resident Advisor**

# Recruitment process



## ***Online application opens***

Applications open on **Monday, 24th June 2024** and will close on **Monday 8th July 2024 at 23:59**.

Any application submitted after the deadline will not be considered.

Please be advised that you cannot save a draft version of your application and return to work on it at a later time, as we are using Microsoft Forms. Instead, we advise that you prepare your answers in a separate document and copy-paste the answers to the online form.



## ***Interviews***

Interviews will be held with a preference in person, but online via Microsoft Teams can be accommodated. Interviews will be scheduled between 09:00 - 21:00 on weekends.

A candidate will only be invited to one interview.  
Interviews expect to last approximately 30-35 minutes.



## ***Offer(s) made***

Any candidate who receives an offer will be required to accept/decline offer(s) within 72 hours.

Candidates who performed well at the interview but were not immediately appointed will be placed on a reserve list and contacted as vacancies arise.

We only provide feedback to candidates that have been shortlisted for an interview. We don't provide feedback on the application level.



**The RA recruitment is an anonymised applications process. This means that some information will not be disclosed to a recruitment panel until the shortlisting stage has been completed. The information that will be anonymised is:**

- Forename and Surname
- Home Address
- University
- Social Media Links
- Referees
- Email address
- Disability information

**What the shortlisting panel will be able to see is:**



- Candidate number
- Course attending
- Year of study
- Training and other qualifications
- Employment History
- Answer to application questions
- Interview availability

# Resident Advisor



# Eligibility

To be eligible for a Resident Advisor position, you must:

1. be enrolled on a full-time course of study or programme of study or research within the federal University of London (see [this page](#) for details of which Colleges and Institutes are included) leading to the award of a bachelors, masters, or doctoral degree, or a PGCE; and
2. by the start date of the post, have completed **at least one year** study at bachelor's degree level (foundation degree also accepted) or above at any recognised university;
3. be entitled to work at least 20 hours per week in the United Kingdom (you should check your visa and confirm with the UK Border Agency what work restrictions apply to you;  
successfully undergo an Enhanced DBS check (a list of required documents can be found online [www.gov.uk/dbs-check-applicant-criminal-record](http://www.gov.uk/dbs-check-applicant-criminal-record)) or successfully undergo a Police Check from their home country. **You are not required to undergo a DBS check as part of your application.** Should an offer to be an RA is extended then University of London will proceed with the DBS check.  
Applicable only for Halls with minor students.
4. not have received a disciplinary warning/expulsion notice for minor or major misconduct within the past 5 years will not be eligible to apply for this role;
5. Resident Advisors can be appointed for a maximum of three years and must re-apply for a second or third year as part of the normal recruitment cycle. Under very exceptional circumstances owing to operational needs, a Warden may make the case to the Residential Life Manager for a Resident Advisor to be appointed for any additional year over the three years. This recruitment process is separate and subsequent to the main recruitment cycle.

**This is a live-in appointment.**



*“RAs are one of the pillars that build the community in halls as you’re the first faces you see moving in, to the last when you move out. In between this time we host events for residents, provide care and support and generally maintain discipline to make the halls a community rather than a bunch of individuals.”*

***Amelia, Resident Advisor***

# Person specification

	ROLE REQUIREMENTS	
EXPERIENCE	Experience engaging in an academic environment	Essential
	Ability to understand the needs of students from different backgrounds and an ability to champion a sense of shared community within the halls	Essential
	Experience living in a halls of residence	Desirable
	Involvement in student-based groups, clubs and/or societies	Desirable
SKILLS, APTITUDES & TECHNICAL KNOWLEDGE	Have good time management skills to balance the role alongside academic/ career commitments and personal life	Essential
	Able to demonstrate empathetic approach to student problems	Essential
	Excellent interpersonal and communication skills: <ul style="list-style-type: none"> <li>The ability to express complex information with clarity both in person and in writing</li> <li>The ability to deal easily and confidently with people at all levels and from various background</li> </ul>	Essential
	A demonstrable awareness of health issues, both mental and physical, affecting the student population	Desirable
	Knowledge of the support services available to students provided by Universities and in the local community	Desirable
	Culturally competent and sensitive to the diverse needs of the student community	Essential
EDUCATION / TRAINING	At the point of application must either be enrolled or in receipt of an offer of study on a full-time course of study or programme of study or research within the federal University of London (see <a href="http://www.london.ac.uk/colleges_institutes.html">www.london.ac.uk/colleges_institutes.html</a> for details of which Colleges and Institutes are included) leading to the award of a bachelors, masters, or doctoral degree, or a PGCE or MBA	Essential
	To have completed at least one year of study at bachelors degree level (or one year foundation leading to a Bachelors course) or above by the start date of the post	Essential
	Disability and cultural awareness training	Desirable
	Knowledge of fire evacuation procedures and emergency first aid	Desirable
	Confidentiality training or an awareness of the importance of confidentiality	Desirable
PERSONAL QUALITIES	Interested in supporting students	Essential
	Maintains a professional manner and conduct at all times	Essential
	Able to sensitively manage conflict	Essential
	Able to work equally well, alone or as part of a team	Essential
	Non-Judgmental in attitude and outlook	Essential
	Calm and able to both give and receive feedback in a respectful and mature manner	Essential

# Responsibilities



## General

- being available to residents if they need or want to talk to you.
- understanding that you are not just an RA when you are in your hall, but you are an RA all over campus; if you hear or see things outside of your building, respond appropriately.
- participate in welcome receptions to ensure all new students are greeted.
- participate in the duty rota of the Hall.
- take every opportunity to engage with students.
- assist with the organisation of fire drills.
- encourage residents to provide feedback on the wellbeing support and reslife program in Halls by signposting to the Warden and/or Residential Life Manager.
- maintain awareness of the needs of students.
- deal with noise, discipline, and health & safety problems as they arise.
- setting an example by following policies.
- understand the policies set in place and enforce them fairly and consistently.
- being genuine, but know the boundaries and what conversations are appropriate and are not appropriate to have with your residents.
- listen to your resident's needs.



## Desired behaviours and anticipated commitments:

As a Resident Advisor, it is anticipated you will:

- work collaboratively with your Warden and the Resident Advisor team, as well as the residence staff (such as Hall Manager's office, reception staff, catering staff) of your Hall.
- help to promote a sense of community and belonging within the Hall and put the University's values at the heart of this by treating all people with respect and compassion.
- observe the University and Halls of Residence regulations alongside the Handbook and UoL student policies and ensure residents are aware of and comply with these policies.
- always behave and present yourself in a way that does not call into question your suitability to be appointed as a Resident Advisor.
- be a responsible member of the Intercollegiate residence community and be prepared to alert your Warden and site staff to any problems or issues at your residence.
- challenge, report or seek help from your Warden in relation to any dangerous, abusive, discriminatory or exploitative behaviour.
- to always take comments and complaints seriously, respond to them in line with the Intercollegiate Halls procedures and inform Warden, or a member of the halls team.
- be alert to any changes that could signal a person is struggling with something and report and record those changes in line with agreed policies and procedures.
- try to meet agreed time commitments and give reasonable notice when not available so that arrangements can be made. Be prepared to cover for any absence of your colleagues in the RA team - this may sometimes be at short notice for genuine reasons.
- take on a fair share of volunteer responsibilities - including duty shifts, event planning, delivery and facilitation as well as looking after residents' welfare outside of duty times.

# Anticipated commitment

Resident Advisors will not be committed to set working hours, and there is no minimum volunteer time. However, we expect that you will be able to volunteer with us on a rota basis during evenings, weekends, bank holidays, and periods of UoL closure days when the site offices close. Duties start at 6.00pm and finish at 8.00am the following morning, Monday to Friday, and 8.00am on Saturday and Sunday, Bank Holidays and closure days when the duties last for 24 hours. Duties are all year round including the Christmas and Easter closure periods as well as summer term.

## **When providing volunteer services in the form of being on duty, Resident Advisors are encouraged to:**

- be present at their Hall and go about their normal activities, eat, study and sleep at their residence and stay sober and fit to respond to any call-outs or incidents.
- be contactable on the Duty phone and respond promptly to call-outs in addition to fulfilling any other suggested activities.
- complete welfare drop-in sessions for residents from 7:30 pm till 8.30 pm and occasional building patrols as part of the Duty.
- collect Duty equipment on time, take reasonable care of the equipment while it is in their possession, return it to the residence office at the end of your on-duty and not use it to make any personal calls.
- hold handover or other confidential conversations at reception offices or other areas that allow confidential conversations to take place.
- wear the provided RA polo/hoodie and carry their RA ID when on Duty to help staff members and students identify them.
- complete a Duty Report and submit this by 10.00am after each Duty. All call outs and interactions should be recorded in the Duty Report and any incidents reported to the Warden where necessary.
- to act as a Fire Marshall for which training will be provided.

## Student Visa

Resident Advisors must be entitled to work at least 20 hours per week in the United Kingdom (you should check your visa and confirm with the UK Border Agency what work restrictions apply to you). Students on a Visa will need to ensure they comply with the hours work limit, defined as from Monday to Sunday. This post is therefore best suited to those students who do not teach or take on other paid or voluntary work.



## Pastoral care and welfare

For some residents, university can be a daunting and challenging time in their lives. Residents will require varying degrees of support throughout their time at University and we pride ourselves on the quality of pastoral care and welfare support that we are able to provide to our residents. Resident Advisors play a critical role in helping the Warden to identify any issues that a resident may be facing and to be a part of the pastoral care offered thereafter. As a Resident Advisor it is anticipated that you will:

- act as a point of contact for students within a designated area of the Hall, providing advice on general concerns on academic, personal and study related matters.
- report any concerns about student welfare, either general or individual, to the Warden.
- connect residents with resources that will benefit them.
- actively engage in conversation with all residents beyond surface level questions.



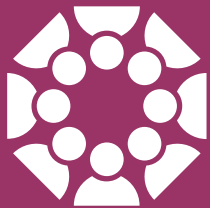
*"The role of Resident Advisor has developed my interpersonal skills such as communication and management. It allows me to enhance my leadership skills through taking up responsibilities and organising events. Additionally, I have chances to meet people from different backgrounds."*

*Tiffany, Resident Advisor*



## Discipline and conflict resolution

At times, the Warden may need to refer to the Disciplinary Policy to deal with instances of minor or serious misconduct. Resident Advisors will often be the first to identify disciplinary issues that arise within the community and assist the Warden with the disciplinary process. For the most part, Resident Advisors are able to deal with minor misconduct issues in an informal way through dialogue to ensure that the hall remains a safe, secure and cohesive environment for all that live and work there. Similarly, Resident Advisors gain training and practical experience of helping to resolve conflicts that may arise between residents throughout the year and help residents navigate the sometimes challenging nuances of living in a larger community than they are previously used to.



## Community building

Building a sense of community is at the heart of all that we do in the Intercollegiate Halls. Creating an environment that is safe and secure and provides every resident with a 'home away from home' starts from the very moment that a resident is offered a place at their hall and Resident Advisors play a critical role in achieving this.

We hope that you will also be able to volunteer with us on a weekly basis to create a vibrant social programme for residents to help build a community feel in our accommodation. When providing volunteer services in the form of community building and Reslife events, the Resident Advisors are encouraged to organise social/community-building events per academic year for student residents.

It is expected that more events will be required in Term One and Term Two and less in Term Three. The Resident Advisor will agree on the number of events that they will be organising with the Warden at the beginning of each term.

Participating in leadership roles and work experience are important to a student's education experience. However, since the Resident Advisor role must be the primary opportunity taken, it is paramount that participation in aforementioned activities not be excessive in time required outside the hall and must not come in conflict with the role of an RA.

Resident Advisor is a demanding, challenging, and rewarding role. It is an opportunity for you to build your leadership skills, as well as being an ally and role model for fellow University of London students.

Please consider your commitment carefully as you begin this process. In order to fulfil the expectations and responsibilities listed in this application, you must recognise that this position should be your primary out-of-class obligation.

Approaching the Resident Advisor role with commitment and enthusiasm will help ensure that your time as a Resident Advisor will be one of the most exciting, fulfilling, and memorable times of your life:

- you will build mutually supportive relationships.
- you will become a valued, respected, trusted member of a community of young adults.
- you will develop highly desirable transferable skills.

*"The RA role has helped me grow as a person. Acting as a role model for whom students look up to challenged me to be more patient, welcoming and compassionate. You also have the opportunity to interact with a variety of students and I've often found myself learning from them or enjoying the stories that they have to tell. Overall, it's a rewarding job where you can see the impact of your work everyday."*

**Jean, Resident Advisor**



# The Warden's Team



# Warden's Team at the Intercollegiate Halls of Residence

Each of the Intercollegiate Halls has a Warden: a resident member of staff responsible for student pastoral care and welfare, discipline and conflict resolution, and development of the community and social life within the hall.

Resident Advisors support the Warden and help to promote a supportive and harmonious living environment in Hall. The team plays a vital role in welcoming students primarily in September/October and offers help and guidance throughout the year with problems such as academic difficulties, health or emotional issues, social concerns, and disputes between residents.

Wardens are usually employed full-time as academic or senior administrative staff within the University of London and are responsible to the Residential Life Manager.

Resident Advisors are students who are not employed by the University but undertake their duties on a volunteer basis in return for discounted accommodation in the Hall.

*"Being an RA is a big confidence builder. The skills that you have (some of which you acquire in an RA training) are put to a test when you become an RA. You quickly learn to apply them whilst executing your RA duties and as a result you become much more confident in yourself, not least because the skills you need as an RA are directly applicable to areas outside the RA domain."*

**Marko, Resident Advisor**



# Warden's Team structure

	Warden	Vice-Warden	Resident Advisors
College Hall	1	-	5
Connaught Hall	1	-	5
Eleanor Rosa House	1	-	6
Garden Halls	1	1	15
Handel Mansions	1	-	3
International Hall	1	-	8
Nutford House	1	-	5



*"Being an RA has been one of the best decisions I've made. It has been incredibly rewarding to help, empower, and support in any way the new students coming to live at UoL halls. It has also been a great opportunity for personal growth through thinking deeply, problem solving, reflecting and discussing with the team any issues that were more challenging."*

*Yiorgos, Resident Advisor*

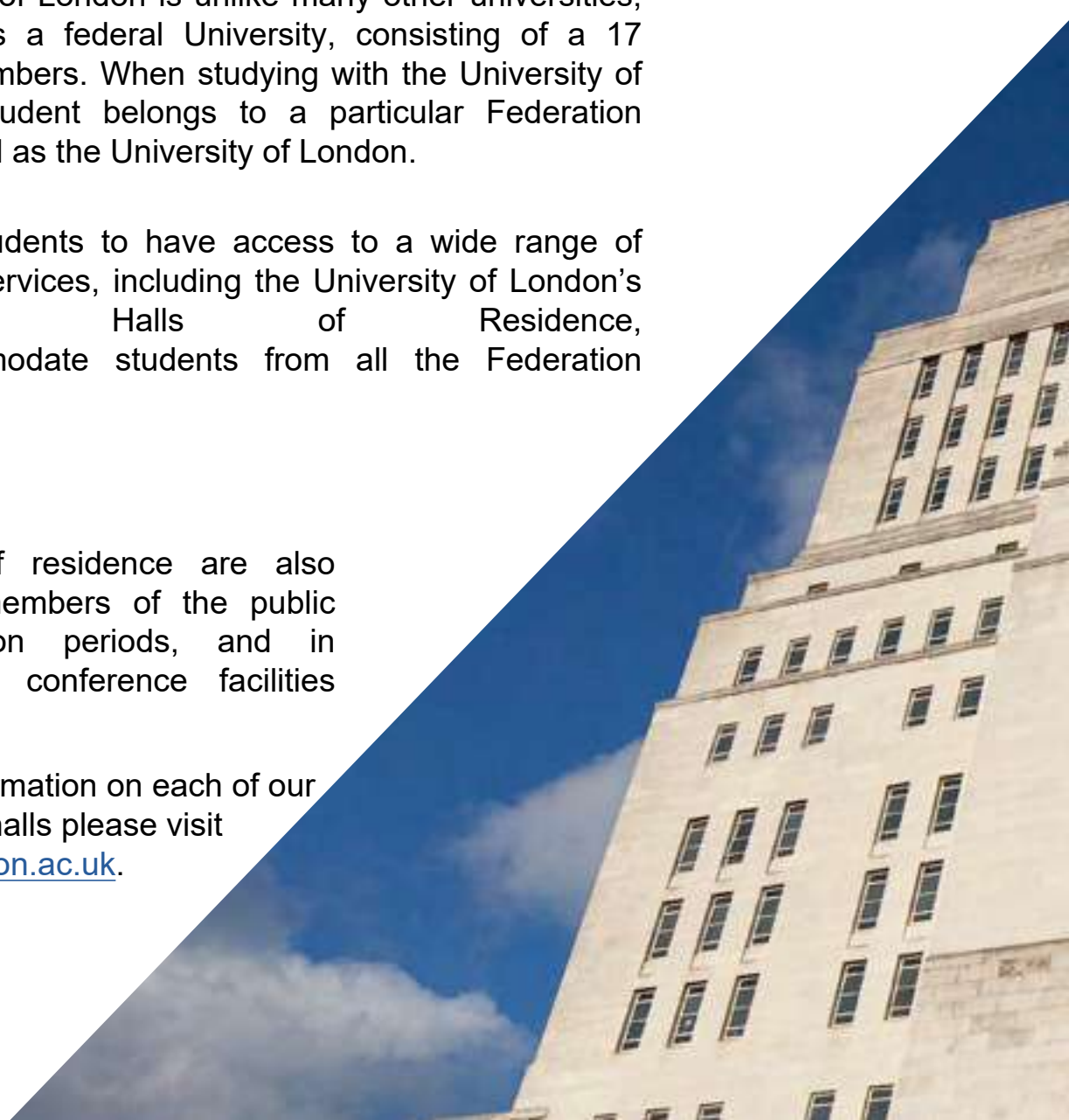
# The Intercollegiate Halls of Residence

The University of London is unlike many other universities, insofar as it is a federal University, consisting of a 17 Federation members. When studying with the University of London the student belongs to a particular Federation Member as well as the University of London.

This allows students to have access to a wide range of facilities and services, including the University of London's Intercollegiate Halls of Residence, which accommodate students from all the Federation members.

Many halls of residence are also available to members of the public during vacation periods, and in addition, offer conference facilities all year round.

For further information on each of our intercollegiate halls please visit [www.halls.london.ac.uk](http://www.halls.london.ac.uk).





If you think you have the qualities  
needed to make a difference  
as a Resident Advisor  
- we would love to  
hear from you.



For further information please visit our  
website or contact us at:

Residential Life

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This material can be made available in alternative formats upon request.

Please contact [residential.life@london.ac.uk](mailto:residential.life@london.ac.uk)