



# ACCOMMODATION SERVICES



# JOB KIT

Resident Assistant  
(RA)



How to  
Contact us:  
[accommodation@greenwich.ac.uk](mailto:accommodation@greenwich.ac.uk)

This kit is intended to guide you through the application process to recruit Resident Assistants (RAs) for the university's halls of residence and provide you with all you need to know about the RA role. If you have any questions about the application process or the job itself after reading this document, please contact Accommodation Services.

Applications will open at 9:00am on 20th April 2026 and will close at 11:59pm on Sunday 10th May 2026.



## RA JOB KIT

### Important Information

Residence Life (ResLife) encompasses everything the Accommodation Service team does to provide the best experience possible for students living in the halls of residence. The focus is on providing support and guidance to residents as well as providing social and educational programmes to build communities and help students enjoy their time in the halls.

The RA is an essential member of Accommodation Services' Residence Life programme. The RA's main role is to assist with the social and personal transition of resident students throughout their time in halls of residence and to help ensure that an atmosphere, that is conducive to study, is maintained.

Successful candidates for RA positions will be selected on the basis of their interest in the student community and suggested improvements.

We are looking for candidates with sensitivity, initiative, confidence, and an ability to work with discretion.

RAs are required to take particular responsibility for incidents occurring during "on call" duty periods, during evenings and weekends. To provide a link between the university and its resident students and to help foster a good living environment with special regard to student welfare, discipline, Residence Life (ResLife) events and health and safety.

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## Recruitment Timetable

All applicants must view our Resident Information Presentation 2026 before moving forward to the application process. You will be asked for a code to enter at the application stage. This code will be available at the end of the presentation.

To apply for the RA role, including attending an RA webinar, log into the Student Portal

- **Go to: Menu > Click the "My Student Life" tab**
- **Go to "Accommodation" and click "Forms and Information"**
- **Click the link for "RA Applications 26-27" and complete the next steps**

### RA APPLICATIONS / SELECTION

20th April	Applications open
10th May	Applications Close
18th May	Invitations issued for video submissions
08 <sup>th</sup> June *	Deadline for video submissions
22 <sup>nd</sup> June*	Job offers sent to successful candidate

\* Dates may be subject to change once applications close 18<sup>th</sup> May

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## Job Description

### JOB TITLE:

Resident Assistant - Accommodation Services  
Directorate of Student & Academic Services

### REPORTING TO:

Accommodation Office at campus of employment

### LOCATIONS:

**Avery Hill** - The Student Village

**Greenwich** - Cutty Sark Hall, Daniel Defoe Hall, McMillan  
Student Village, Devonport House

**Medway** - Adelaide, Forte, Merlin, Sunne, Wolfe



## JOB DESCRIPTION:

This role plays a key part in the student experience at the University of Greenwich, supporting the Accommodation team in providing a safe and inclusive community for resident students, and assisting with their personal transition throughout their time in halls of residence.

The role focuses on offering support and guidance to residents, as well as delivering social and educational programmes that help build a strong sense of community and enable students to fully enjoy their time in halls.

In addition, the role contributes to raising awareness of welfare, security, and health and safety, including fire safety.

## PERSON SPECIFICATION

### Essential Criteria

- Good verbal and written communication skills, including the ability to produce clear, detailed reports.
- Good time keeping
- Good Active listening skills
- The ability to handle personal information sensitively and with discretion.
- Ability to demonstrate empathy and discretion.
- Knowledge of the issues relating to communal living.
- Experience of living in halls.

## KEY ACCOUNTABILITIES:

### Team Specific:

- Attend any training relative to the role including refresher training.
- Assist the Accommodation Team in creating a welcoming environment to all new students. This will include attending Welcome fairs and Reslife events that fall on non-duty days.
- To actively ensure the Health, safety and security of all is promoted within halls, reporting any breaches or concerns to the Accommodation Team or Welfare Accommodation Manager, this includes any breach of License conditions.
- To plan, organise and promote and facilitate a diverse range of Reslife events that promote Equality, Diversity and Inclusion.
- Assist with the arrivals, induction and departure of residents throughout the academic session.
- To administer First Aid or escalate to Security as and when required.
- Ensure that any administration of any tasks requested be carried out to a high standard and on time.



## Overall Purpose of Job

Resident Assistants (RAs) play a key role in supporting the Accommodation Services' Residence Life (ResLife) programme. They live in halls of residence and take an active role in fostering a good living environment for residents with special regard to student welfare, discipline, security and health and safety. This includes taking responsibility for incidents occurring during "on call" duty periods and other times if required. RAs provide a link between Accommodation Services and residents and can be expected to perform a range of duties related to this function.

1. Assist Accommodation Services in creating a welcoming, inclusive and supportive environment and a strong sense of community for students living within the halls of residence.

2. Be familiar with the Accommodation Licence Agreement, university fire, health, safety, emergency, incident, accident and disciplinary procedures.

3. Have a regard for the security, welfare, health and safety of residents and actively promote awareness in these areas.

4. Promptly report any concerns regarding discipline, welfare, security, fire, health and safety to Accommodation Services.

5. Deal promptly with incidents within halls as required by the university, security staff or the local hall manager. Calling for assistance from university and non-university staff including emergency services as the circumstances dictate.

6. Liaise with Accommodation Services and/or any local non-university staff having administrative responsibility for the accommodation on issues affecting residents and report any concerns to them with the degree of urgency appropriate to the situation.

7. Assist other RAs, university staff, local non-university staff and emergency services staff in emergencies, fire activations, evacuations and at student functions.

8. Attend regular meetings with the Accommodation Team.

9. Plan, organise, promote and facilitate (with support from Accommodation Service staff) a range of events as part of the ResLife programme in order to encourage integration and interaction of residents and support academic success. This may include assisting with events taking place on non-duty days/nights.

10. Ensure that administrative tasks are completed, including but not limited to displaying posters in the hall and conducting room inspections.

11. Assist the Accommodation Services to ensure the residents adhere to the licence agreement and report any breaches of the regulations to Accommodation Services in a timely manner.

12. Assist Accommodation Services with communication with residents and in projects involving residents as and when necessary.

13. Assist with the arrival, induction and departure of residents throughout the academic session.

14. Assist with tours of accommodation on all university Open Days. These may take place on non-duty days.

15. Assist with Open Evenings and ad-hoc viewings as needed.

16. Establish both formal and informal contacts with residents and attend meetings or other resident forums as required.

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17.RAs will be required to sign a University Accommodation Licence Agreement for the accommodation provided. Any RA found to be in breach of the terms and conditions of the Licence Agreement may be subject to sanctions under the relevant University procedures.

18.Hall fees will become payable should the RA's employment cease, from the point at which it ends. RAs who fail to perform duties for which they are rostered—except where this has been agreed in advance with their line manager, or is due to illness or another unavoidable and compelling reason—may become liable for the payment of hall fees for the period during which they are unable to carry out their on-call duties.

19.The accommodation is provided solely for occupation by the RA and must be vacated by 10am on the last day of the RA appointment period.

20.Any RA unable to perform duties for a period of two weeks or more due to academic commitments, ill health, or other reasons may be required to continue paying for their accommodation until such time as normal duties can be resumed.

21.It is a requirement that RAs hold a current, recognised, and full first aid qualification, and the arrangement and payment for this training will be made by the University. RAs will not be permitted to take up or remain in post unless they obtain this qualification within eight weeks of appointment. RAs have a duty to make themselves aware of all fire, health, safety, and emergency procedures, together with all student services available on site. The local line manager and/or facilities management staff will provide training and guidance in these areas.

22.RAs are required to attend health and safety meetings as representatives of the student community, typically twice per year (January and July), as required by the Head of Accommodation Services.

23.It is a requirement that RAs undergo a basic Disclosure check and provide a certificate to Accommodation Services. Further information on how to obtain this certificate will be issued. RAs are required to pay for this certificate and then apply for a refund. If this is not completed in good time before the position commences (by 1st August for RAs on standard contract lengths), or if there is a cause for concern arising from the check, the offer of the RA position may be rescinded and the contract cancelled.

24.It is mandatory that RAs attend all required training, which is normally held prior to or at the commencement of the RA contract.

25.Time spent undertaking actual work as an RA while on duty (including answering phone calls, dealing with queries, attending incidents, and writing reports) counts towards the hours you are permitted to work at the University.

26.RAs who require a student visa are not permitted to undertake other employment at the University, as this may lead to a breach of the terms and conditions of their visa.

27.Resident Assistants (RAs) who are on a student visa must complete and submit a monthly timesheet showing the actual hours they worked. This only includes time when they were actively dealing with incidents or accommodation/residence life duties, not time they were simply “on call”. The timesheet must be submitted to the Accommodation Team within 5 working days after the end of each month. Extra guidance on how to fill in the timesheet will be provided separately.

28.If you are an RA on a student visa and your actual working time (active duty work) is getting close to 15 hours in a week, you must tell the Accommodation Team straight away so they can arrange other staff to cover duties if needed, helping ensure you do not go over your permitted

29.All Resident Assistants (RAs) must attend the core ResLife events, which are scheduled throughout the academic year. These are mandatory events set by the ResLife programme.

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## Mandatory Dates

Attendance at RA training is mandatory and is a requirement for taking up the role of Resident Assistant in university halls of residence. If you are successful, you must ensure that you are available for all of the training dates listed below.

### Contract Period

Saturday 29th August 2026 | Sunday 13th June 2027

### Introduction, Training, and preparation for arrivals

Friday 10 July 2026 – RAs must apply by this date for the Basic Disclosure Certificate to ensure it is received by 01 August 2026.

Tuesday 01 September 2026 – Friday 11 September 2026, 9:00am–5:00pm (excluding weekends). Further information will be provided at a later date. RAs are advised not to make plans during this period without confirming the final training and preparation schedule..

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## Mandatory Dates

### Arrival Weekend

Saturday 12 September 2026 and Sunday 13 September 2026 – All RAs are required to work both days

### Departure Weekend

Saturday 12 June 2027 and Sunday 13 June 2027 – All RAs are required to work both days.

### Open Days

All RAs are required to work OPEN DAYS these take place on a Saturday in:  
October  
November  
February or March

**PLEASE NOTE THAT THESE DATES WILL BE CONFIRMED AT THE START OF YOUR EMPLOYMENT**

### ResLife Core Events

There will be 4 core events, Event 1 on Sunday 13<sup>th</sup> Sept, Event 2 late Sept/early Oct, Events 3 and 4 dates to be confirmed.

### Important Information

Attendance at the training and all other dates listed above is mandatory. If you are not available on any of these dates, you are advised not to submit an application to become an RA.

If you are appointed and subsequently fail to attend the required training and/or any of the other mandatory dates listed above, your contract of employment as an RA may be terminated.