

# Becoming a Resident Assistant (RA)

- Welcome and thank you for your interest in becoming an RA.
- These slides are designed to provide you with further clarity on what the RA role entails and to answer any practical questions you may have, including training, working hours, and more about the role itself.



# RA role

- Providing support and guidance to residents and responding to queries.
- Building a positive and inclusive residential community.
- Supporting students to enjoy their time in halls.
- Fostering a safe and welcoming living environment.
- Ensuring residents adhere to accommodation rules and policies.
- Promoting awareness of safety and security procedures.
- Planning and facilitating ResLife events and activities.
- Acting as a key source of knowledge for the campus and local area.



# Timeline

- **August/September**
- Over the course of two weeks, you will receive comprehensive training, which will fully equip you to perform the role and add skills and certifications which will build your CV.
- **September**
- Following the training you will be supporting with preparation of the halls, in readiness for our residents arriving for the coming academic year.
- **Arrivals Weekend**
- All RAs must be available to work throughout the arrivals weekend. This is a great opportunity to greet residents and help them settle in. It is also a good time to promote the ResLife events and reassure students (and their families), that we have a great community in halls.



# Timeline (cont.)

- **Welcome & Safety Talks**

- You will be expected to deliver welcome to all residents, which includes important fire safety information, to be followed-up later in the semester with fire safety inspections. This is important as many residents will be living away from home for the first time and may not understand the associated fire risks with cooking and provide a reminder of the no smoking policy.

- **ResLife Events**

- You will be expected to plan and facilitate a series of ResLife Events throughout the year, with support of an Accommodation Officer. There will be at least 4 core events throughout the year, which supports residents to meet new people and feel part of the community.



# Working Patterns Core Hours

Regular duty night: a minimum of one evening each week (18:00–08:00) \*

One in four weekends: Friday 18:00 – Monday 08:00

\* RAs must remain in halls throughout their duty core hours. You are **not** expected to stay awake the entire time, but you must be able to answer the phone and respond to any issues promptly.

\* RAs are expected to coordinate any required shift swaps and are responsible for resolving cover issues, with approval from Accommodation Office staff.



# In Addition to Core Hours

Support arrivals and departures during key weekends (September and June).

Provide cover during University closure periods (including Christmas, Easter, and Public Holidays).

Attend all Open Days (typically held in October, November, February/March, and June).

Attend Accommodation Services meetings.

Plan and deliver ResLife events.

Provide cover for RA holidays and assist with shift swaps.



# Tasks Whilst on Duty

Answer all calls on the RA phone.

Investigate and resolve any issues where possible, reporting back to the Accommodation Office and utilising University systems, such as the University of Greenwich H&S Reporting Portal.

Assist with fire evacuations, ensuring building evacuations are carried out promptly. This applies not only on duty nights but at any time you are present in halls when the alarm sounds.

Provide a report to Accommodation Services of your duty night by 8:00 the following morning.

Conduct welcome talks, fire safety talks, and fire safety inspections.



# Tasks Whilst on Duty (cont.)

Check on residents' welfare as requested by the Accommodation Office.

Support flat mediations if required, helping residents resolve issues and live together harmoniously.

Support the ResLife program, providing opportunities for residents to meet, make friendships, and enjoy living in halls.

Collect materials, such as posters, from Accommodation Services during normal office hours before your duty starts.

Occasionally assist other RAs on non-duty nights if an urgent task arises.



# Support and Training

## Training

Comprehensive induction programme

Conflict resolution course

First Aid course and certification

## Support

Wider support network of RAs through online communities

On-call University staff / Accommodation team for required escalation

Accommodation Team assistance and signposting during office hours

Sodexo on-call for urgent maintenance issues

24/7 on-site security teams

Emergency services when necessary



# Night Welfare Team

The Night Welfare Team will have overall responsibility for managing the RAs and will be your main point of contact in the evenings and weekends while on duty.

They will support with mediations, welfare checks, and will help coordinate with RAs regarding any incidents or accidents that occur out of hours.

The Night Welfare Team will be in touch with you directly during shifts, either in person, via telephone, or through Microsoft Teams.



# What You'll Gain

Free-of-charge halls accommodation.

Resident Assistant polo shirt and hoodie.

Opportunity to plan and deliver your own ResLife events.

The satisfaction of building a positive community and creating a memorable student experience within halls of residence.

Valuable training and transferable skills for future careers.

A rewarding role supporting residents and enhancing their university experience.

Work experience to add to your CV and discuss in future interviews.



# Next Steps

The University Employability Service is offering 1-2-1 application support. Please get in touch via: [employability@gre.ac.uk](mailto:employability@gre.ac.uk)

If you have any questions about the role, please contact Accommodation Services through the Digital Student Centre.

When starting your application, please enter the code: RA2026!

We look forward to hearing from you.



**Thank you.**