



# 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 open 9am  
Tuesday 22<sup>nd</sup> April  
Applications close 9am  
Monday 12<sup>th</sup> May





## 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.



# RA JOB KIT

## Recruitment Timetable

To apply for the RA role, including attending an information session, 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 25-26" and complete the next steps**

All applicants must view our RA information presentation 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.

### RA APPLICATIONS / SELECTION

22 <sup>nd</sup> April	Applications open
12 <sup>th</sup> May	Applications Close and Shortlisting begins
27 <sup>th</sup> May	Interviews start
13 <sup>th</sup> June*	Interviews end
23 <sup>rd</sup> June*	Job offers sent to successful candidate

\* Dates may be subject to change once applications close 12<sup>th</sup> May

# RA JOB KIT

## 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



## 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.



# RA JOB KIT

## Terms & Conditions

18) RAs will be required to sign a university Accommodation Licence Agreement for the accommodation provided. Any RA contravening the terms and conditions of the Licence Agreement may be subject to sanctions under the University of Greenwich Accommodation Conduct Procedure.

19) Hall fees will become payable should the RA's employment cease from the point at which it finishes. RAs failing to perform duties for which they are rostered, except where agreed in advance with their line manager or because of illness or other unavoidable and compelling reason, may become liable for the payment of hall fees for the period that they are unable to perform their on-call duties.

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

21) Any RA unable to perform duties for a period of two weeks or more because of academic commitment, health etc. may be required to pay for their accommodation until such time as normal duties can be resumed.

22) It is a requirement that RAs hold a current, recognised and full first-aid qualification and the arrangement and payment of this training will be made by the university. RAs will not be permitted to take up or remain in post unless they are in receipt of this qualification within eight weeks of their 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.

23) 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.

24) It is a requirement that RAs undergo a basic Disclosure check and provide a certificate to Accommodation Services. Further information about how to obtain a certificate will be issued. RAs are required to pay for this certificate and 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 there is a cause for concern arising from this check, the offer of the RA position may be rescinded and the contract canceled.

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

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

27) RAs who require a student visa are not permitted to undertake other employment at the university as this may lead to them breaching the terms and conditions of their visa.

28) RAs who require a student visa must submit a monthly timesheet listing actual hours of work (these are hours that you are actually called out dealing with an incident/reslife/accommodation business and not "on call" hours) within 5 working days of the end of each month to the Accommodation Team. Further guidance on completing the timesheet will be provided.

29) RAs who require a student visa and are approaching 15 hours of active work per week, must advise the accommodation team immediately so that other arrangements for cover may be made if necessary.

30) RESLIFE: All RAs are required to attend core events. There will be core events throughout the academic year. This is in addition to individual RA events led by residents.



### JOB DESCRIPTION:

This role will play a key part in the student experience at the University of Greenwich, supporting the accommodation team to provide a safe and inclusive community for resident students at the University of Greenwich and to assist with the personal transition for residents throughout their time in halls.

The role will focus 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.

This role plays a part in raising the 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 write full and detailed reports.
- Good time keeping
- Good Active listening skills
- The ability to handle personal information sensitively and discreetly.
- Ability to show 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.



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## Mandatory Dates

Attendance at the RA training is mandatory and a requirement for assuming the role as an RA in university halls of residence. If you are successful, please ensure that you are available for all of the training days below.

### Contract Period

Saturday 23rd August 2025 | Sunday 14th June 2026

### Introduction, Training, and preparation for arrivals

Friday 11<sup>th</sup> July 2025 - RAs must apply by this date for the Basic Disclosure Certificate in order to ensure it is received by 1st August 2025

Tuesday 26th August 2025 – Friday 05th September 2025  
9am - 5pm (not including Saturday and Sunday) Further information will be available at a later date. RAs are advised not to make plans during this period without checking final training and preparation dates.

# RA JOB KIT

## Mandatory Dates

### Arrival Weekend

Saturday 6th Sept & Sunday 7th Sept 2025  
**All RAs are required to work both days**

### Departure Weekend

Saturday 13th June & Sunday 14th June 2026  
**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 07<sup>th</sup> Sept,  
Event 2 late Sept/early Oct, Events 3 and 4 dates tbc

## Important Information

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

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