

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 of what the RA role entails and answer practical questions you may have on training, your working hours and more on the role itself.



The RA role

- Providing support and guidance to residents and responding to queries.
- Building a positive and inclusive residential community.
- Helping students to enjoy their time in halls.
- Fostering a good living environment.
- Ensuring residents adhere to rules.
- Educating students in safety and security.
- Planning and facilitating ResLife events.
- Be a beacon of knowledge for the campus and local areas.



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.

Welcome & Safety Talks

You will be expected to deliver welcome to all residents shortly after arrival 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 one evening each week (18:00-08:00) *
- One in four weekends (Friday 18:00 – Monday 08:00)

*RAs must remain in halls throughout your duty core hours, you are not expected to stay awake throughout, but you must be able to answer the phone and always respond.

In addition to core hours

- Arrivals & departures weekends (September & June)
- Cover University closure periods (Christmas/Easter/Public Holidays)
- All Open Days (usually October, November, Feb/March & June)
- Attend Accommodation Service meetings
- Planning & facilitating ResLife events
- Cover RA holidays/shift swaps

*RAs are expected to coordinate any required shift swaps and have a responsibility to resolve cover issues, with approval from Accommodation Office staff.



Tasks whilst on duty

- Answer all calls on the RA phone.
- Investigate and resolve any issue where possible and report back to the Accommodation Office and utilise University systems, such as University of Greenwich H&S Reporting Portal.
- Assist with Fire evacuations, ensure building evacuations are carried out promptly, not just duty night but at any time when you are present in halls and the alarm sounds.
- Provide a report to Accommodation Services of your duty night the following morning by 8am.
- Conduct welcome talks/fire safety talks/ fire safety inspections.
- Check on residents' welfare as requested by Accommodation Office.
- You may be asked to conduct a flat mediation to gather residents together to find a way to live together when there are issues between flat members.
- Supporting the ResLife program, which provides opportunities for residents to get to know each other, make friendships and enjoy living in halls.
- It will be necessary to collect materials, such as posters, from Accommodation Services during normal office hours, before your duty starts.
- Occasionally you may be asked to assist the other RAs on a non-duty night if an urgent task arises.

Support and training

Training

- Comprehensive induction programme
- Conflict resolution course
- First Aider course & certification

Support

- Wider support network of RAs through online communities
- On-call University staff / Accommodation team for required escalation
- Accommodation Team can assist/signpost during office hours
- Sodexo are on call for urgent maintenance issues
- 24/7 on-site security teams
- Emergency services when necessary



What you'll gain;

- Free-of-charge halls accommodation will be allocated for you.
- Resident Assistant polo shirt & hoodie.
- Opportunity to hold ResLife events that you create.
- Satisfaction of building an amazing community & providing a memorable student experience within our Halls of Residence.
- Training and skills you will take forward into future life and careers.
- Great job satisfaction through rewarding work supporting residents.
- Work experience you can add to your CV and discuss at interviews.

Next steps

The University Employability service are providing 1-2-1 application support please get in touch - employability@gre.ac.uk

If you have any question about the role, kindly contact Accommodation Services via [Digital Student Centre](#)

Please enter the code RA2025! when you start your application.

We look forward to hearing from you!