

Residential Life Team 2020-2021



**Student Services is recruiting
enthusiastic, capable and responsible
people to join our team of Student
Services Residents in 2020**

For more information visit
portal.uea.ac.uk/student-support-service

Thinking of applying to be a Student Services Resident (SSR)?

The Role of SSR

SSRs are an essential part of the University's provision to enhance the student experience and are an integral part of the University's network of advice and guidance services for students which is co-ordinated by Student Services. SSRs live in residences and:

- play a key role in the welcome and induction of new students
- support students' transition from home to university life through positive influence and advice
- strive to create a positive living environment by explaining the University's expectations of resident students and attempting to engender a sense of mutual responsibility
- intervene when necessary, provide effective remedial action, offer solutions, and help minimise the impact of any practical or personal difficulties students may encounter
- deal with many problems by being willing listeners, or by using mediation and problem-solving skills, or by referring students on as appropriate
- provide an on-call system which guarantees that students can access help and support out-of-hours and at weekends
- help create and sustain an integrated residential community acting with a common purpose and sense of shared identity
- intervene and deal with situations of an anti-social nature as they arise, and try to obtain good order through influence, guidance and persuasion.

SSRs are all individuals and get out of the role what they put in. There are also many more opportunities to get involved with the wider work of Student Services.

Eligibility and Restrictions

Applicants must be registered at UEA in the academic year 2020/21 either as full-time students **or**, if part-time, on a degree programme (Undergraduate, Master's or Research) for at least 50% of full-time. Applications from registration-only research students, and MBBS students who will be entering the fifth year in September 2020, will not be accepted unless you have previously been an SSR. Executive Officers of UEA Student Union are not eligible for appointment.

Applicants who have placements as part of their course should consider carefully whether they can meet both course commitments and the demands of the SSR role, which will involve some daytime activities, seeking advice from their school as necessary.

SSR accommodation is unsuitable for couples or families.

Team Organisation

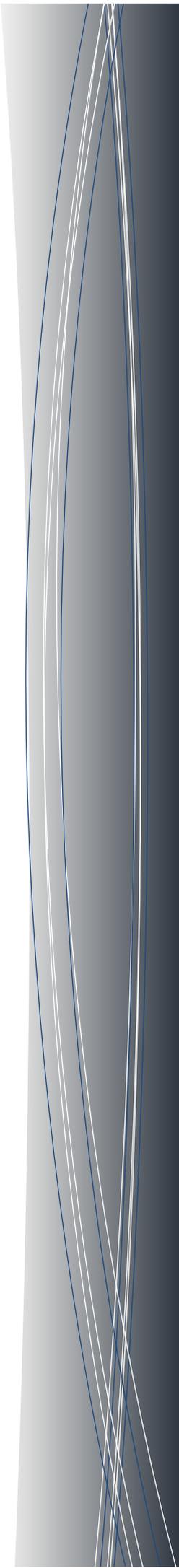
SSRs are members of Student Services and will work in collaboration with Student Services staff. SSRs are organised into five teams of five or six. The teams are managed by the Residential Life Managers under the overall guidance of the Head of Student Services. Regular team meetings are held during term-time and SSRs are well supported in their role.

Each team oversees an area of the residences. Within the team area each SSR will have particular responsibility for students in a designated group of rooms – called a 'parish'.

Whilst SSRs are required to live in residences, they have their own studies and private lives to get on with so are not expected to be in their flats 24 hours a day. To ensure that students are able to access an SSR out-of-hours, each SSR will undertake regular 'on-call' periods to provide cover to their team area.

Whilst on-call, SSRs have a responsibility for all matters relating to the wellbeing and good order of the students in the area covered by their team. SSRs on-call are not expected to stay up all night and can get on with their own lives and go to sleep, the only proviso is that they should answer the duty mobile phone when it rings and be able to deal with enquiries and incidents as required without delay.

In addition to undertaking on-call duty, SSRs will spend time pro-actively supporting the residential community by assisting with community development and Student Services activities.



What are the Terms?

SSRs will live in residences in or near the area for which they have oversight. Twenty-three SSRs will live on the main campus, six will live in the Village, and two will reside in the city centre at either Pablo Fanque House or Benedict's Gate. You can express a preference at interview although we cannot guarantee this will be met. In return for their work, SSRs:

- will be given **rent-free, furnished and self-contained** accommodation comprising: bedroom, living room, kitchen and bathroom. Depending on the location assigned, SSRs will either have a self-contained single-person flat or a self-contained two-bedroom flat or family house shared with another Student Services Resident*
- will be appointed for 40 weeks, from Saturday 5 September 2020 to Saturday 12 June 2021.

Where an SSR is undertaking a course which extends throughout the 2021 summer vacation, they may be able, subject to Student Services requirements and previous satisfactory performance, to remain in residences over the vacation in return for undertaking SSR duties.

* We endeavour to place SSRs in single-sex accommodation. However, this cannot be guaranteed.

Training

SSRs will receive compulsory comprehensive training in order to equip them with the skills required for the role. The training will be delivered by members of Student Services in conjunction with external trainers where appropriate. Ongoing personal skills development is backed up by in-service training sessions during the year. As part of a comprehensive package, training will include:

- the work of Student Services
- University regulations and policies
- mental health first aid
- alcohol and drug abuse awareness
- safe working and de-escalation techniques
- mediation techniques
- listening and counselling skills
- cultural awareness and cross-cultural communication.

Time Commitments and Expectations

The beginning of the new academic year will be a busy time for SSRs. Starting in September 2020, and during the first weeks of term, SSRs will:

- undertake a **compulsory** training course at the beginning of the appointment (six days over seven from Sunday 6 to Saturday 12 September 2020)
- assist in the arrival and induction of new resident students (between Wednesday 16 and Sunday 20 September 2020)
- undertake induction and welcome talks; spend time at the beginning of the new academic year making themselves known; meeting students in residences; promoting residence community activities
- undertake individual meetings with new resident students

As part of the on-going commitment, SSRs will:

- attend team meetings (one hour every two to four weeks)
- meet with their line manager monthly for support (one hour per month)
- undertake follow-up meetings with students (variable, approximately four hours per week on average)
- hold kitchen/flat meetings where necessary (variable hours)
- undertake 'on-call duty' approximately one night a week (6pm to 7am) and one weekend every five or six weekends (by rota).
- facilitate community social activities in residences (variable)
- assist with Student Services activities (variable hours or by rota).

SSRs are expected to reside in residences and treat their SSR accommodation as their primary residence and should not spend significant amounts of time away during the term, although occasional short absences each semester will normally be possible. If you need to take time away, this can be agreed with the Residential Life Managers.

SSRs may be asked to undertake other duties appropriate to their role from time-to-time.

Person Specification

We are looking for enthusiastic, capable and sensible people who are willing to learn new things and who seek to challenge themselves.

Essential Attributes:

Education, Experience and Achievements	Means of Assessment:
<ul style="list-style-type: none">To be undertaking a degree programme (Undergraduate, Master's or Research) at UEA in the 2020/21 academic year for at least 50% of full-time	Application
<ul style="list-style-type: none">Relevant experience of paid or voluntary work involving substantial face-to-face contact with people	Application, Reference
<ul style="list-style-type: none">Experience and good understanding of communal living	Application, Interview
<ul style="list-style-type: none">Experience of working in a team	Application, Reference
Skills and Knowledge	
<ul style="list-style-type: none">Very good knowledge and understanding of the range of problems experienced by students	Interview
<ul style="list-style-type: none">Understanding of how previous life/work experience might be relevant to the role of Student Services Resident	Application, Interview
<ul style="list-style-type: none">Excellent inter-personal and all-round communication skills in the English Language	Application, Interview, Reference
<ul style="list-style-type: none">Good organisational skills	Application, Interview
<ul style="list-style-type: none">Good problem solving skills	Interview
<ul style="list-style-type: none">A calm approach to difficult situations	Interview
<ul style="list-style-type: none">Ability to work on own initiative	Interview
<ul style="list-style-type: none">Good instincts, approaches, and insights appropriate to the role	Interview
Personal Attributes and Special Circumstances	
<ul style="list-style-type: none">Excellent team working skills	Reference
<ul style="list-style-type: none">Very good commitment to providing a high quality service	Application, Interview
<ul style="list-style-type: none">Self-confidence, credibility, and the ability to command respect	Interview, Reference
<ul style="list-style-type: none">Approachable, empathetic, and non-judgmental	Interview, Reference
<ul style="list-style-type: none">Trustworthy, discreet, and respectful of confidentiality	Interview, Reference
<ul style="list-style-type: none">Flexibility and a willingness to work unsocial hours	Application, Interview
<ul style="list-style-type: none">Satisfactory Disclosure and Barring Service check	DBS Check

Desirable Attributes:

Education, Experience and Achievements	Means of Assessment:
<ul style="list-style-type: none">Possess an undergraduate degree at the time of appointment	Application
<ul style="list-style-type: none">Other experiences outside formal employment or education	Application
<ul style="list-style-type: none">Experience of working with vulnerable adults or young people (over 14 years of age) either in a paid or unpaid capacity	Application
<ul style="list-style-type: none">Substantial interaction with people from different countries or cultures	Application

How to Apply

Applicants are encouraged to discuss the role with the Residential Life Managers (residentiallife.managers@uea.ac.uk). If this is your first formal job application you are strongly encouraged to seek advice from Careers Central, where staff will be able to give you advice on how to compile a CV and application form, and tips on how to perform well at interview.

Application forms can be downloaded from the Student Services website at: <https://portal.uea.ac.uk/student-support-service/life-in-residences/student-services-residents-vacancies>

Applications must be made on the Application Form which must be fully completed, signed, and accompanied by a Curriculum Vitae (CV). Incomplete applications will not be accepted.

The application form is your opportunity to inform the short-listing panel how you see yourself as suitable for the post, drawing attention to achievements and experience which will be of particular relevance and interest to the panel in their assessment of your suitability for the post in light of the Person Specification.

You will be asked to provide details of two people who we can contact to provide **references** to support your application. They should be people who are in a position to comment objectively on your suitability for the role. One reference should normally be your current or most recent employer (if appropriate) and the other should normally be your Adviser, Supervisor, or Head of Year. References from fellow students (other than current SSRs) or family members are not appropriate. The references provide important information about your suitability for the post and our normal practice is to seek references for short-listed candidates before interviews take place. Please let us know in advance if there is any reason why you would wish us not to contact any of your referees without speaking to you beforehand.

The selection process will take the form of a task and an interview.

Tasks and Interviews will be held in the Student Services Wellbeing Centre. We will contact the applicants who have been short-listed for interview, normally by telephone. The date and time of interviews will also be confirmed by e-mail, normally using

the @uea.ac.uk e-mail address. Three people will be on the selection panel and the interview will last approximately 45 minutes. You will be given an opportunity to ask questions.

This appointment will be subject to a records check from the Disclosure and Barring Service.

Completed application forms **with CV** should be returned to:

Residential Life Team, Student Services (Student Life), Lawrence Stenhouse Building, Room 0.20, University of East Anglia, Norwich Research Park, NR4 7TJ.

If completed electronically, the completed Application form **and CV** should be sent by email to: residentiallife.managers@uea.ac.uk

Application Timescale

The **deadline** for all applications to be received is:

- **Friday 7th February 2020 at 12:00pm (midday).**

Interviews will be held on:

- **Tuesday 18th February 2020**
- **Wednesday 19th February 2020**

Interviewed applicants will be informed of the outcome of their interview as soon as possible after interview.

