Job Description

ResLife Ambassador

<table>
<thead>
<tr>
<th>Contract:</th>
<th>Part-time/fixed term</th>
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<tbody>
<tr>
<td>Location:</td>
<td>Canterbury</td>
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<tr>
<td>Responsible to:</td>
<td>ResLife Manager</td>
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<tr>
<td>Apply:</td>
<td>MS Forms</td>
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<td>Closing date:</td>
<td>Friday 5 April 2024</td>
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Job purpose

The University of Kent is looking to recruit highly motivated postgraduate, and/or undergraduate second, third or fourth-year students to join our Residential Life Team (ResLife). ResLife aims to create a community that welcomes and supports all students living in our accommodation. We are looking for students who are keen to contribute to building a strong sense of community in the student accommodation.

Successful candidates will need to commit to an average of 8 hours a week during term time and attend a two-day online training course the week before Arrivals Weekend (dates TBA). The Closing date for applications is 5 April 2024 and we will advise successful applicants of available interview dates and times.

We look forward to receiving your application, and hearing about how you would like to make living on campus a fun and memorable time for all!

Key accountabilities

The role of a Residential Life Ambassador (RLA) is to work with the ResLife Manager and ResLife Assistant as well as the Accommodation Team. You will play a key role in helping our students adjust to university life, make friends, and support independent living here at the University of Kent. Each RLA will be assigned to a college and although from time to time they may host events specific to that college, including the ResLife Cup, most ResLife Events are open to students in all University of Kent accommodations. RLAs will encourage students to foster an environment of tolerance, inclusivity, and social responsibility.
Creating such an environment allows students the best opportunity to thrive in their student accommodation and, more generally, at the University.

1. One of the key tasks for any RLA, will be organising a range of activities, events and excursions that support students' social and academic progress as well as providing a safe space for them to come and relax and enjoy themselves.

2. As part of this role you will be expected to complete two days of online training on 5 and 6 September, prior to commencing the role on 14 September 2024 through until 14 June 2025. You must be able to attend the mandatory training and be available for arrival duties from 14 September 2024.

3. RLAs who fully meet the requirements of their RLA role will receive a discount against their accommodation fees as follows:
   - Term 1: £1270.36
   - Term 2: £1172.64
   - Term 3: £586.32
   These discounts will be applied at the start of each term.

   The discount for term 1 will be applied for 13 weeks covering 14 September to 13 December 2024, this equates to 104 hours. The discount for term 2 will be applied for 12 weeks for term 2 covering 13 January to 5 April 2025, which equates to 96 hours. The discount for term 3 will be applied for 6 weeks for term 3 covering 4 May to 14 June, which equates to 48 hours.

4. RLAs will be expected to achieve the hours stated in point 4 in each term to continue as an RLA and qualify for their discounts. RLAs who fail to meet the required number of hours may be unable to continue in their RLA role.

   Each RLA's contributions will be considered on an individual basis and any extenuating circumstances will be considered. If the required number of hours are not met in term 1 or term 2 then, after discussion with the ResLife Manager, it may be agreed that the missing hours can roll over to the following term.

   Extra hours can be banked in Welcome Week and during the vacation periods if an RLA is remaining on campus.

5. Attendance, participation and engagement will be constantly monitored and are essential for RLAs to continue in their role. If an RLA works more than the required hours in a term, then it may be possible to roll these hours over to the following term.
6. Please note that this role is unalaried. It is our understanding that, as a student, you might be required to be absent from your post due to academic or personal requirements. All requests for leave must be approved by the RLA manager. Approval will be subject to there being sufficient cover on-site during your absence. Requests should be submitted to the RLA Manager at least one week in advance and will be treated on a first-come first-serve basis. In case of an emergency, you should notify the RLA Manager as far in advance as possible.

Key challenges and decisions

1. Your main responsibility as an RLA is to build a sense of community by planning and hosting events. Examples of how to do this will be given during training.

2. Encourage and support responsible study habits and help host events that have academic merit.

3. Attend training and meetings with staff when required.

4. Maintain regular contact, communicate, and support fellow RLAs as well as the ResLife Manager and ResLife Assistant.

5. Be a role model, maintaining a high standard of behaviour and upholding the University’s EDI values in the University and accommodation.

6. Be mindful of health and safety concerns, follow and promote safety guidelines, escalating concerns where appropriate.

7. Independently organise (and where appropriate as part of a team of other RLA’s) a programme of activities that meet the framework for residential life.

8. Assist with open days, accommodation viewings and other University events where required. As this is a residential role it is expected that you will live in student accommodation on campus unless you have been granted permission to be absent. You should inform the ResLife Manager if you have commitments outside of this role and your academic studies that are over 10 hours per week (a job for example).
9. Assist students who may be struggling to settle in and form friendship groups. You may be asked to be a friendly face for a student and then signpost them to the relevant department such as SSW

Person specification

Our Residential Life Ambassadors (RLAs) are at the heart of our Residential Communities. You will build relationships with students living on campus, to develop a sense of belonging and community, whilst working together to create exciting events for your peers. This is a great opportunity to get flexible work experience alongside your studies, whilst actively contributing to a fantastic student experience at Kent.

Below is a list of attributes that are required to perform the role of an RLA and to help ensure a high level of service is delivered.

- Ability to manage your own time, be self-directed, organised and motivated
- To be familiar with student support services, accommodation agreements and policies and procedures including the University’s EDI Values
- To be able to collaborate as part of a team and liaise with a range of staff and students
- Experience in proposing, running, and evaluating events is desirable
- Engage positively with training opportunities and contribute to best practices in service
- Experience of communication using various media, marketing, and experience of promoting events
- Experience of working with student committees or volunteers
- Applicants should be full-time students at the University of Kent for the full academic year in which they are applying to be an RLA.
- Applicants should have the necessary documentation to prove their right to work in the UK and ensure they do not break any working restrictions applicable e.g. exceed the maximum working hours permitted by visas.
- Applicants must have and maintain good disciplinary and financial standing within Accommodation, Catering and Events and the University.
- Applicants must have and maintain good academic standing and enrolment within the University
- Maintain eligibility to live in student accommodation
- Have lived in shared university accommodation at university level, preferably at the University of Kent
- Actively participate in any activities and events they are rostered, including the ResLife Cup where they will lead a team for their college in a series of sporting events

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• Actively engage with students at any events or activities they are rostered, to ensure students feel welcomed and valued and enjoy their experience and want to come again

Please note that this role description is not exhaustive and further particulars will be provided should you progress in the recruitment process.

To apply for the position, please follow the link and fill in the application form.