

## **JOB DESCRIPTION**

<b>Job Title:</b>	ResLife Assistant
<b>Grade:</b>	Casual General Assistant Rate
<b>Responsible to:</b>	Head of Accommodation Services

### **Job Purpose:**

This is a part-time role, which involves working with the Accommodation & Halls Team to help provide an enriching, friendly and supportive community in our Halls of Residence.

As a ResLife Assistant you will be instrumental in running activities and events within the Universities' calendar year with an aim to enrich the student experience; to further reach our diverse student groups; encourage interaction, involvement and participation in university life. You will support student engagement, supporting students to in meeting new people whilst adjusting to university life.

You will help to create a friendly, positive atmosphere amongst those students living in Halls, improve student wellbeing via different routes of engagement, encourage healthy friendships, and help new students develop independent living skills. In particular, you will support isolated students encouraging participation, ensuring that the event program is available to all students in their first year at Falmouth University and the University of Exeter. An understanding of safeguarding and self-awareness will be part of the role.

The exact working hours for this role will be agreed with the line manager but will include weekends, evenings, and bank holidays. Therefore, you will need to be able to work flexibly.

### **Main Duties and Responsibilities:**

- Contribute ideas to the design and implementation of an activity/events programme for students living in FX Plus accommodation. This will involve working in conjunction with the Students' Union, Student Services, Flexsi Fitness, Student Mentors, the Stannary, and other key stakeholders to create a collaborative student experience and increase participation in activities/events.
- Contribute to the creation and publishing of content and the on-going maintenance of any ResLife social media pages. Help to develop

communications reach through additional media outlets e.g. Instagram, Vlogging/Blogging etc.

- Promote, deliver and help to market all activities/events through various advertisement campaigns e.g. leafleting, maintaining notice boards & word of mouth, ensuring enhanced awareness of the ResLife program as well as support and promoting University and Students' Union campaigns (wellbeing, safety, sustainability, etc.)
- Attend and participate in diarised weekly meetings to engage in regular discussions with Accommodation staff and other ResLife Assistants to ensure consistency of practice and knowledge exchange.
- To provide student welfare check in calls when required, providing engagement, support and signposting where required.
- Complete all necessary administration work related to the programme as defined and required by the Accommodation Office.
- Attend and participate in training days in early September. In addition, complete and maintain required training throughout the year.
- Working alongside the universities' accommodation providers during Arrivals Weekend, helping with a variety of tasks from 'meet & greet', helping run a ResLife stand, promoting events/activities and signposting to social media channels.
- Carry out introduction/welcome meetings at allocated accommodation blocks/houses, giving students an opportunity to meet the team ~~them~~ and understand the role of ResLife Assistants and the ResLife program.
- To work collaboratively across FXPlus teams and working closely with Falmouth University, University of Exeter, and the Students' Union.

### **General Duties and Responsibilities**

- Deliver a level of customer service which meets and exceeds the expected standards. Ensure all people are dealt with efficiently and with appropriate regard to their needs.
- Undertake reasonable duties which contribute to the success of the directorate and FX Plus as a whole.
- Agree personal and team objectives and work to achieve them, developing both individually and collectively.
- Actively participate in required organisational processes, courses and activities, constantly maintaining the required conduct.
- Support and contribute to keeping FX Plus, Falmouth University and the University of Exeter compliant with all legislation and adopted standards.

## PERSON SPECIFICATION

### Post Title: ResLife Assistant

Attributes	Essential Requirements	Desirable Requirements
<b>Education / Qualifications</b>	<p>A-level or equivalent</p> <p>Current Falmouth University or University of Exeter student working towards degree</p>	<p>First Aid</p> <p>Mental Health training</p>
<b>Experience / Knowledge</b>	<p>Good understanding of the Falmouth University and University of Exeter student experience</p> <p>Good understanding of extracurricular and campus experience opportunities (volunteering, student mentors, students' union committee, ambassadors, etc.)</p> <p>Some experience of administration and record keeping.</p>	<p>General knowledge of student wellbeing (mental health, homesickness, challenges of transitioning into university, isolation &amp; loneliness, etc.)</p> <p>Previous involvement with extracurricular opportunities (volunteering, society/club membership or committee, student mentor, etc.)</p>
<b>Skills / Personal Requirements</b>	<p>Confident &amp; enthusiastic, both face to face and on the telephone</p> <p>Understanding &amp; empathetic</p> <p>Motivated to help others</p> <p>Innovative and Creative</p> <p>A practical 'hands on' approach</p> <p>Using own initiative, thinking on your feet &amp; problem solving</p>	

	The ability to manage own time well	
--	-------------------------------------	--