

Job title: Resident Assistant

Line manager: Student Accommodation Manager

Grade (if applicable):

Direct reports: None



Role purpose:

To help ensure the safety, security, and wellbeing of all resident students at Sedley Court and to assist in the maintenance and upkeep of the building.

Key results:

- To live on site and to take responsibility for the maintenance of the building and for ensuring the welfare of all residents
- To participate in all matters relating to the Health and Safety procedures at the scheme
- To intervene and act accordingly when incidents occur whilst on duty.
- To be available to assist the Scheme Manager with the induction of new tenants at the start of the tenancy and the departure of tenants at the end of the tenancy
- To provide cover at short notice for sickness or absences of other staff
- To ensure all records relating to tenants and staff are accurately maintained and treated in confidence
- To assist at university open days to publicise and promote the scheme
- To help maintain the cleanliness of all areas of the scheme whilst on duty
- To clean student flats and rooms and change linen, usually once a week during summer lets and when students vacate through the year.
- To be available to assist the Scheme Manager with the arrival and departure of new tenants on a weekly basis
- To ensure the building is maintained to the highest standards and to report all repairs to the appropriate agency with the degree of urgency appropriate to the situation
- To undertake Fire Marshall duties
- Able to maintain confidentiality and act in accordance with the GDPR 2018.

Success metrics:

- Responding to all stakeholders within the agreed timescales and SLAs.
- Positive feedback from customers.
- Understanding and adhering to all relevant policies and procedures.
- Completing Health and Safety checks within agreed time scales.
- Completion of daily tasks as required.

About you:

You will be:

- Able to communicate clearly and effectively with both residents and staff.
- Able to work both on a team and individual basis acting on own initiative.
- Willing to attend training, regular One2One's and team meetings.
- Possess good administration skills.
- Able to demonstrate a commitment to ensure building is maintained to highest standards.
- Able to stay calm in challenging situations and be aware of personal safety.
- Able to follow and maintain required procedures and standards

Version Date:

Signed off by:

You will have:

- A flexible approach to duties and working hours.
- Good organisation and time management.
- A self-motivated, confident, committed and enthusiastic attitude.
- A friendly, cheerful and polite manner.
- A highly practical approach using common sense and initiative.
- Good communication, written and oral.
- Hard working, approachable and positive role model behaviours.