

BRIEF

Resident Coordinator 2021/2022

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| Title: | Resident Coordinator |
| Location: | Hawkshead Campus |
| Responsible to: | Senior Resident Coordinator / Residences and External Lettings Manager/Head of Campus Services |
| Role summary: | <p>To act as first point of contact and contribute to the wellbeing of students in the residential accommodation, by providing support, guidance and information. To help encourage students to settle in and adjust to life at the College. To be aware of and implement the policies and procedures of the College at all times. The Resident Coordinator will be required to reside on campus.</p> <p>The role will run in line with your signed Licence Agreement on a fixed term - 46 weeks commencing September 2021.</p> |

Main activities and responsibilities

Tasks subject to reasonable adjustments in view of the prevailing Covid-19 situation.

- To be on-call on a rota basis throughout the year and assist with arranging cover in the event of sickness or absence of other Resident Coordinators to ensure 24/7 cover is provided. Monday to Thursday from 6.00pm – 9.00am. Weekend duties will commence from 6.00pm on Friday through until 9.00am on Monday. Bank Holidays will be treated as weekend duties.
- To play an active role in welcoming students during main arrival periods. *Task subject to reasonable adjustments in view of the prevailing Covid-19 situation.*
- With the assistance of the Accommodation Office, organise a welcome event for all residents. *Task subject to reasonable adjustments in view of the prevailing Covid-19 situation.*
- To be first point of contact for the resident student community and offer assistance with problems such as lost/misplaced keys etc.
- To give residents access into their rooms when keys have been lost or misplaced. *Task subject to reasonable adjustments in view of the prevailing Covid-19 situation.*
- To offer some initial advice and support to students who may be experiencing difficulties and point in the direction of the support services provided by the College.
- To attend a compulsory workshop with the RVC Advice Centre at the beginning of the Academic Year. Date to be confirmed.
- To attend one follow-up Resident Coordinator meeting a term with the Advice Centre.

- Provide appropriate information on the correct route to follow with any complaints.
- To be able to direct students to suitable outside agencies where necessary i.e. citizens advice bureau, Doctor's surgery etc.
- To be aware of policies and procedures pertaining to student accommodation including health and safety and fire safety as well as the reporting of maintenance and cleaning issues etc.
- Lead and coordinate monthly inspection of communal areas and kitchens within accommodation to ensure adequate housekeeping standards are maintained by residents. *Task subject to reasonable adjustments in view of the prevailing Covid-19 situation.*
- To provide information to on site Security regarding student activities and events on campus.
- To deal with reports of noise disturbance and/or disruptive behaviour.
- To report and maintain accurate records regarding any serious incidents and/or unreasonable behaviour by residents.
- To assist with accommodation inspections (communal areas only) to include Odiham Hall, Student Village and College Close. Inspection schedule to be arranged via the Accommodation Office. Maintaining accurate records and reporting this to the Accommodation Office. *Task subject to reasonable adjustments in view of the prevailing Covid-19 situation.*
- To liaise with the Senior Resident Coordinator in scheduling the RC rota, ensuring there is on call cover provided at all times. This rota must be prepared on a termly basis and sent to the Accommodation Office in advance.
- To liaise regularly and organise meetings each term with the Senior Resident Coordinator, Residences and External Lettings Manager and Accommodation Office.
- To act as first point of contact for first aid in Halls. Appropriate training to be given.
- To act as Fire Marshal for which appropriate training will be given.
- Any other duties as reasonably required.

Selection Criteria

- A. An awareness of students' needs and concerns
- B. An ability to communicate effectively
- C. An ability to work as a member of a team
- D. An ability to act tactfully and effectively in difficult situations
- E. An ability to retain confidentiality when dealing with students' concerns
- F. Availability throughout the term of the Licence Agreement
- G. A willingness to attend training sessions and meetings
- H. Able to demonstrate being calm under pressure
- I. Able to exercise common sense
- J. Able to demonstrate an understanding of equality and diversity and its practical application

Conditions of Resident Coordinator Role

On completion of the compulsory workshop with RVC Advice Centre, the College will offer discounted single bed accommodation to those who volunteer as Resident Coordinators. Until the compulsory workshop has been attended discounted rent will not apply. Due to the continual occupation of accommodation by students and other visitors to the College, the Resident Coordinator's position is in line with your signed fixed term licence agreement, including recess periods. The occupation of discounted accommodation is a condition of fulfilling the role of Resident Coordinator and the right to discounted rent shall cease immediately upon termination by either party.

FURTHER INFORMATION

Resident Coordinator 2021/2022

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| Title: | Resident Coordinator |
| Location: | College Grove Halls of Residence, Camden |
| Responsible to: | Residences and External Lettings Manager/ Deputy Director Infrastructure Services |
| Role summary: | To act as first point of contact and contribute to the wellbeing of students in the residential accommodation, by providing support, guidance and information. To help encourage students to settle in and adjust to life at the College. To be aware of and implement the policies and procedures of the College at all times. The Resident Coordinator will be required to reside in College Grove. The role will run in line with your signed Licence Agreement on a fixed term of 48 weeks, commencing September 2021. |

Main activities and responsibilities

Tasks subject to reasonable adjustments in view of the prevailing Covid-19 situation.

- To be on-call on a rota basis throughout the year and assist with arranging cover in the event of sickness or absence of other Resident Coordinators to ensure 24/7 cover is provided. Monday to Thursday from 6.00pm – 9.00am. Weekend duties will commence from 6.00pm on Friday through until 9.00am on Monday. Bank Holidays will be treated as weekend duties.
- To play an active role in welcoming students during main arrival periods. *Task subject to reasonable adjustments in view of the prevailing Covid-19 situation.*
- With the assistance of the Accommodation Office, organise a welcome event for all residents. *Task subject to reasonable adjustments in view of the prevailing Covid-19 situation.*
- To be first point of contact for the resident student community and offer assistance with problems such as lost/misplaced keys etc.
- To give residents access into their rooms when keys have been lost or misplaced. *Task subject to reasonable adjustments in view of the prevailing Covid-19 situation.*
- To be able to offer some initial advice and support to students who may be experiencing difficulties and point in the direction of the support services provided by the College.
- To attend a compulsory workshop with the RVC Advice Centre at the beginning of the Academic Year. Date to be confirmed.
- To attend one follow-up Resident Coordinator meeting a term with the Advice Centre.
- Provide appropriate information on the correct route to follow with any complaints.
- To be able to direct students to suitable outside agencies where necessary i.e. citizens advice bureau, Doctor's surgery etc.
- To be aware of policies and procedures pertaining to student accommodation including health and safety and fire safety as well as the reporting of maintenance and cleaning issues etc.

- Lead and coordinate monthly inspection of communal areas and kitchens within accommodation to ensure adequate housekeeping standards are maintained by residents. *Task subject to reasonable adjustments in view of the prevailing Covid-19 situation.*
- To provide information to on site Security regarding student activities and events on campus.
- To deal with reports of noise disturbance and/or disruptive behaviour within the accommodation.
- To report and maintain accurate records regarding any serious incidents and/or unreasonable behaviour by residents.
- To assist with accommodation inspections (communal areas only) Inspection schedule to be arranged via the Accommodation Office. Maintaining accurate records and reporting this to the Accommodation Office. *Task subject to reasonable adjustments in view of the prevailing Covid-19 situation.*
- To be fully responsible for organising and scheduling the RC rota, ensuring there is on call cover provided at all times. This rota must be prepared on a termly basis and sent to the Accommodation Office in advance.
- To liaise regularly and organise meetings each term with the Residences and External Lettings Manager and Accommodation Office.
- To act as first point of contact for first aid in Halls. Appropriate training to be given.
- To act as Fire Marshal for which appropriate training will be given.
- Any other duties as reasonably required.

Selection Criteria

- K. An awareness of students' needs and concerns
- L. An ability to communicate effectively
- M. An ability to work as a member of a team
- N. An ability to act tactfully and effectively in difficult situations
- O. An ability to retain confidentiality when dealing with students' concerns
- P. Availability throughout the term of the Licence Agreement
- Q. A willingness to attend training sessions and meetings
- R. Able to demonstrate being calm under pressure
- S. Able to exercise common sense
- T. Able to demonstrate an understanding of equality and diversity and its practical application

Conditions of Resident Coordinator Role

On completion of the compulsory workshop with RVC Advice Centre, the College will offer discounted single bed accommodation to those who volunteer as Resident Coordinators. Until the compulsory workshop has been attended discounted rent will not apply. Due to the continual occupation of accommodation by students and other visitors to the College, the Resident Coordinator's position is in line with your signed fixed term licence agreement, including recess periods. The occupation of discounted accommodation is a condition of

fulfilling the role of Resident Coordinator and the right to discounted rent shall cease immediately upon termination by either party.

Job description 21/22
MARY BRANCKER HOUSE

REPORTING TO: Sales & Service Advisor / Sales & Service Manager

PURPOSE: To ensure a high and professional standard of service in respect of welfare support, maintenance of good behaviour and emergency assistance is provided to all residents of the accommodation.

DUTIES AND RESPONSIBILITIES

UNITE STUDENTS is dedicated in offering welfare, safety and well-being services to all student residents in its accommodation and works closely with The Royal Veterinary College accommodation team to ensure the highest standards of delivery of these important aspects of service. Resident students are invited to join the team of Resident Co-ordinators (RC) to support these services and help contribute to providing a Home for Success to all residents at Mary Brancker House.

The RC will be required to carry out the following duties:

Tasks subject to reasonable adjustments in view of the prevailing Covid-19 situation.

Hours of Duty

The role of RC runs in line with the dates as specified in the Licence to Occupy and hours are as follows: Monday to Thursday from 08:00pm to 08:00am. Weekend duties will commence from 08:00pm on Friday through until 08:00am on Monday. During this time the RC will be expected to cover the duty for 24 hours a day.

24 hours a day cover will also be required during the Christmas period, Easter period and all Bank holidays i.e. whenever the office at Student Accommodation Services is closed. Whilst on duty the RC will be available for contact by staff and students. Messages may also be given from Site Supervisors outside of these hours. Attendance will be required at pre-arranged meetings.

- **RC will be required to be on site at beginning of shift (07:55pm) to take any handover and obtain devices to function in role.**
- **If this cannot be achieved *once on site (they) let safety team or ECC know they are in place and shift will commence.**
- **RCs will be allocated onsite accommodation in the form of studio flats - x2 of the studios are accessible studios.**

Rostering of Duty

In conjunction with the other RCs - to organise a termly rota, for approval by the SSA/SSS. This may not be changed unless you have arranged cover and informed the SSA/SSS. Each team will be jointly responsible to cover the RC duties in the event of sickness/absence, or until such time that a replacement is obtained, or the end of the contract period whichever is the sooner.

Welfare Support

To contribute to the support of RVC students' wellbeing, safety and enjoyment, whilst living away from home at Mary Brancker House. Duties will be to recognise and delegate any concerns regarding the residents of Mary Brancker House to The Royal Veterinary College or appropriate support agencies. Any assistance or advice shared with students at MBH must also be passed on to the SSA/SSS at Mary Brancker House.

Maintenance of Good Behaviour

To investigate reports or incidences of noise disturbance and/or unruly behaviour by students, escalate or request appropriate support where appropriate. Matters such as these, must be dealt with according to The Royal Veterinary College procedures. The SSA/SSS of Mary Brancker House must be provided with a prompt handover if anything should occur.

Security

In an emergency or if support is required, Resident Coordinators must contact ECC (emergency contact centre), who will contact UNITE STUDENTS Service and Safety team. If required, to contact external agencies i.e. police, medical and fire services.

Accommodation Access

The RC will be required to let tenants into their flats when keys have been lost or misplaced, they must also inform the SSA/SSS should this happen - *task subject to reasonable adjustments in view of the prevailing Covid-19 situation.*

Fire Alarms

All RCs will be required to attend and support fire tests and periodic fire evacuations, whilst accommodated at Mary Brancker House. Prior to attendance by Unite Students Service and Safety team, it will be paramount that the on-duty RC contacts ECC (Emergency Communication Centre) to provide updates to any fire activities that occur out of office hours. The RC on duty must assist Unites Students Service and Safety staff with any investigations or fire evacuations.

***Induction to role will cover Fire Safety and Health & Safety procedures (Sign off will be required that all parties are happy with training)**

Administration

To undertake the following administrative duties:

- a) keep records of incidents and/or problems relating to students in residence and feed back to the SSA/SSS in a timely manner.
- b) distribute any correspondence to students from the SSA/SSS, Student Union or The Royal Veterinary College Accommodation Manager.
- c) be aware of up-to-date operating policies and current "hot topics" in the building to communicate key messages to residents in face-to-face conversations.

d) Assist with the intake and turnaround of new students, particularly throughout the month of September. This is to support our SSA/SSS, during the check-in period. Additional hours in this period may be required.

General

To perform a walking inspection of the property at the start of each shift and report any maintenance problems relating to the building, grounds and communal areas. *Task subject to reasonable adjustments in view of the prevailing Covid-19 situation.*

To prevent, whenever practicable, any wilful, negligent or reckless damage to UNITE property as brought to the RC's notice during the performance of his/her duties.

Remain within 10 minutes of the building when on call

QUALIFICATIONS AND EXPERIENCE

The Resident Co-ordinator must satisfy the following criteria: -

- RC's must be full time students of the RVC and tenants of UNITE. Accommodation is available for a fixed term of 50 weeks. RC's will receive 40% off the cost of their rent.
- It is desirable, although not essential, that the post-holder will be a final year student, postgraduate or mature student.

Training

RC's will be required to attend a compulsory workshop with RVC Advice Centre. Date to be confirmed.

On completion of the compulsory workshop with RVC Advice Centre, UNITE STUDENTS will offer discounted single bed accommodation to those who volunteer as Resident Coordinators. Until the compulsory workshop has been attended discounted rent will not apply

Training sessions are provided by UNITE STUDENTS for the RCs on Health & Safety matters, basic emergency, building service procedures and fire marshalling.

UNITE STUDENTS will give full briefing and training sessions in the above prior to the commencement of the student tenancy period.

RC's will be required to attend review meetings when necessary with the SSA/SSS.

Terms and Conditions

If Unite Students find that RC's are not performing duties of role on the above matters. There will be a process that could lead to a termination of role and a replacement will be found. All underlining benefits will fall away and will extend onto the replacement Resident Coordinator.