



# NORWICH UNIVERSITY OF THE ARTS

## Student Resident Assistant

Social:

 [Norwichuniarts](#)

 [@NorwichUniArts](#)

 [@NUAnews](#)



**NORWICH  
UNIVERSITY  
OF THE ARTS**

## Supporting Information

We are one of the great British art schools: a specialist creative arts university that draws on 175 years of history, with our focus on the future and the role of creativity in addressing global challenges and opportunities.

We celebrate diversity and believe it to be at the core of any creative endeavour. Whatever your background, identity and prior experience, wherever you are from, we want you to bring your whole self to work each day, in an environment that recognises your unique contribution.



In choosing to work at Norwich University of the Arts you will join a community of creative academics, technicians and professional experts who are committed to delivering exceptional creative arts education, research and knowledge exchange. You will work in a stimulating and critically engaged workplace, where creativity of all our students will develop because of your commitment.

We are renowned for our teaching quality. Norwich University of the Arts has been praised for how we encourage our students through “experimentation, creative risk-taking and team-working.”

We are ranked a top-two UK creative arts university, the highest-ranked specialist creative arts university outside London in the Complete University Guide 2023. We were named University of the Year for Student Retention by the Sunday Times 2020 Good University Guide for the support we offer pre-enrolment to post-graduation. In 2021 we were ranked second in the World Brand Society’s league of Design Education Institutions of the Year. We won one award, came second in another, and were third in the University of the Year category at the 2020 WhatUni Student Choice Awards.

You will work in the heart of Norwich. We are proud of our award-winning campus, which has played a pivotal role in regenerating an exciting quarter of the city. Our 21<sup>st</sup> century teaching spaces and workshops are housed in renovated buildings with medieval, Victorian and Edwardian heritage. Norwich University of the Arts won the Outstanding Estates Strategy Award at the 2018 Times Higher Leadership and Management Awards.

Ninety-four per cent of our graduates are in work or further study six months after graduation, and Norwich University of the Arts won a Guardian University Award for Employability and Entrepreneurship in 2019 for our innovative ‘gamification’ of careers advice. You will find our graduates in key positions across and beyond the creative sector and industries. There are of course Oscar nominees and BAFTA winners, but also rising stars who are honoured across the creative industries: from D&AD Pencil winners, to emerging fine artists, photographers and fashion designers.

We understand that making career choices requires careful consideration. We hope that as you learn about us you will be inspired by our ambitions for the future.

### Prof Simon Ofield-Kerr Vice Chancellor



For further information on Norwich University of the Arts and our Community please [view our website](http://www.nua.ac.uk) [www.nua.ac.uk](http://www.nua.ac.uk)



# Student Resident Assistant

£10.76 per hour plus an allowance for holiday

## Committed to equality and valuing diversity

Norwich University of the Arts is committed to being an inclusive community that offers equality of opportunity and enables our staff and students to flourish and succeed, regardless of their background or personal circumstances.

Our commitment to equality, diversity and inclusion is embedded in everything that we do. We celebrate the diversity of our backgrounds, cultures and actions, promoting art and design as a catalyst of social change. As such, we are champions for the creative arts; empowering all of our students to be valued and productive members of society, with ambitions to change the world.

Are you an existing Student of our University? Are you a resident in one of our Halls at Beechcroft or Duke Street? Would you be keen to get involved in supporting the residents in your building? Then this role could be for you.

In each of our Halls, we are seeking 4 Assistants who will be willing to work as a part of a team acting as our residents' first point of contact, out of hours. This is a supportive role, and you will be helping to ensure the safety of your peers. You'll also be a key member of the accommodation team in your building.

There will be an expectation to help with arrivals and departures, organise and run social and wellbeing events and undertake some out of hours administration to help with the smooth running of the residences.

Comfortable with taking responsibility, you will be confident in dealing with situations and knowing when to escalate to a higher level. An ability to remain impartial is needed, alongside being sensitive to student needs.

Ideally you will be a current resident in the Halls you will be working in for the academic year 2022/2023 and must be prepared to live in the Halls for the academic year 2023/2024.

You will be fully supported in your role by the University Student Support Team and will have the opportunity to participate in meetings with other Student Resident Assistants and University staff. Full training will be given, especially in the areas of Fire Regulations, Health & Safety, mental health and emergency first aid.

Please note that this is a live in role and the Student Resident Assistant will need to live in, and pay rent for, either Beechcroft or Duke Street Riverside, dependant on where the role is situated.

**Closing date: 14<sup>th</sup> April 2023**  
**Interviews will be held from 27<sup>th</sup> April 2023**

# Job Description

## Student Resident Assistant

**Reports to: Student Support Officer**

---

### Job purpose

To act as first point of contact for Norwich University of the Arts students who reside at Beechcroft and Duke Street Riverside Halls of Residence

---

### Main responsibilities

- As part of a team be a first point of contact for students during out of hours period (5pm to 10pm) and all day at weekends (9am to 10pm), on a rota basis with the other Resident Assistants
- Be **on-call** on a rota basis throughout the length of the tenancy agreement and abide by the requirements of this responsibility
- Be required to cover for colleagues on a rota basis as required
- Act as a link between students and staff from the University and signpost residents to wider support services
- Report to Student Support staff regarding any wellbeing or mental health concerns about the residents in your building
- Report on specific incidents to Student Support staff as requested
- Give evidence about disciplinary issues which they have witnessed as required
- Advise students of the appropriate route to follow with any complaints or welfare issue
- Be aware of the University's regulations, procedures and policies
- Be aware of the legal requirements of the UUK Accommodation Code of Practice and help ensure the halls abide by these
- Be aware of the halls' policies and procedures
- Attend meetings with other Student Resident Assistants and staff
- Plan and run social and wellbeing events for the residents in the building.
- Assist with the smooth running of the arrivals and departures process at the halls for residents.
- Take on some minor residences out of hours administration tasks (locks outs, pool balls drier tokens, deliveries)
- Receive training in Fire Regulations and Health and Safety aspects by University staff
- Receive training in mental health, emergency first aid and mental health scenario escalation.
- Ensure appropriate aid is called in any resident medical emergency and accompany students to A+E if needed
- Assist the Building Control Caretakers on any urgent student facing support issues that are required throughout the night

- Arrange call outs for urgent or emergency building maintenance as required
- This post will **not** be expected to provide specialist support such as counselling or security services in the residences
- This is a live in role and the Student Resident Assistant will need to live in, and pay rent for, either Beechcroft or Duke Street Riverside, dependant on where the role is situated.

# Further information

## **Equality, Diversity and Inclusion**

All members of staff are required to support the University's policy on equality, diversity and inclusion and to ensure that their work practices reflect that commitment.

## **Health and Safety**

All members of staff are responsible for ensuring their procedures and practices are compliant with the University's Health and Safety Policy.

## **Policies and Procedures**

To comply with any policy and procedure as regularly updated and published on the intranet applicable to your role, e.g. Confidentiality, Data Protection, IT Acceptable Use.

## **Confidentiality**

Maintain confidentiality regarding all aspects of work.

# Person Specification

## Student Resident Assistant

---

### Essential

- Able to work under their own initiative
  - The ability to demonstrate good listening skills
  - The ability to demonstrate excellent organisation skills
  - The ability to demonstrate self-confidence
  - The ability to demonstrate reliability
  - The ability to communicate effectively and foster good relationships with students, staff and others as appropriate
  - Able to express views strongly when necessary
  - Ability to be impartial
  - Be sensitive to the needs of students
  - Be a current student at Norwich University of the Arts. Please note this is a live in role and the role holder will be required to move into and live in Beechcroft or Duke Street Riverside, dependant on where the role is situated
- 

### Desirable

- Experience of working in a supportive role
- Experience of living in Halls of Residence Environment
- Experience of arranging events for students
- Be a current or former resident in one of our Halls at Beechcroft or Duke Street, dependant on the where the role is situated

# General Information

## Terms and Conditions of Appointment

On appointment, the successful candidate will receive a full statement of terms and conditions. The main conditions are summarised below.

## Duties

Within this pack you will find a job description outlining the duties and responsibilities for this role.

## Starting Date

These posts will start from September 2023 and will run for the period of the tenancy agreement.

## Hours of Work

The hours of work for these roles are 5pm – 10pm Monday to Friday and either 9am - 5pm or 5pm - 10pm on a Saturday and Sunday, this would be on a rota basis.

You may also be called out to any pastoral issues that happen in residence after 10pm on nights you are working.

## Salary

The salary for this post is Grade 3, which is £10.76 per hour plus an allowance for holiday.

## Annual Leave

This is a term time only position on variable hours and you will receive a pro rata holiday allowance.

## Pension

Employees have the benefit of joining the Local Government Pension Scheme, a defined benefit pension scheme which builds up a pension on a “Career Average” salary basis to which the University currently contributes an additional 21.1%.

As a member of the scheme, you would be provided with a secure future retirement income, independent of share prices and stock market fluctuations. There is also cover in the event of early retirement on the grounds of permanent ill-health, redundancy or business efficiency. Plus you have the option, on retirement, to exchange part of your pension for some tax-free cash.

From the moment you join, the benefits of the pension scheme also include life cover and family benefits for partners and children in the event of your death.

As a member of the Local Government Pension Scheme you have the security of these valuable benefits at a relatively low cost to you. You can find out more about the pension scheme by visiting the Norfolk Pension Fund website at <https://www.norfolkpensionfund.org>

## Offers of Employment

All provisional offers of employment are subject to proof of eligibility to work in the UK, verification of qualifications, satisfactory references and completion of a medical assessment process.

If you are unsure of your right to work you can use the Gov.uk visa checking tool to establish your eligibility and options relating to visas.

Please be aware that all visa routes have their own eligibility criteria and not all roles/applicants would be eligible for sponsorship under the Skilled Worker visa route

# Application and Recruitment Process

## Job Description and Person Specification

Within this pack you will find the job description and person specification for the post for your consideration before you complete your application form.

- The **Job Description** provides information about the main duties and responsibilities for the position. It also explains the purpose of the post.
- The **Person Specification** sets out information about the characteristics that are essential and desirable to perform the duties in the job description e.g. knowledge, skills, experience, abilities and qualifications that the ideal candidate will have to enable them to fulfil the duties of the role.

We recognise that candidates may sometimes not meet all of our requirements. If you like what you've seen so far, we would still like to hear from you.

## Application Form

We ask that applicants complete the application form as clearly as possible. You may wish to provide a CV with further information.

## Equal Opportunities Monitoring

As part of its commitment to equality, diversity and inclusion we undertake equal opportunities monitoring of our workforce and applicants to enable us to evaluate the effectiveness of our policies and procedures.

To assist with this commitment, you are asked to complete the Equal Opportunities Monitoring section of the application form. Information provided will be treated as confidential and will be used in accordance with the requirements of the Data Protection Act as set out in the Job Applicant Privacy Notice.

## Submission of Application Form

Please submit your completed application form to [jobs@nua.ac.uk](mailto:jobs@nua.ac.uk), ensuring that you make it clear which area of specialism you are applying for.

The closing date for this vacancy is:

**14<sup>th</sup> April 2023**

We regret we are unable to accept late applications.

## Interview Arrangements

Interviews will normally be held on campus. However, should the situation and Government guidance change, interviews may initially be held remotely followed by a second stage on site visit.

If you are shortlisted for interview you will be contacted by a member of the Human Resources Team.

The date of the interview will be:

**From 27<sup>th</sup> April 2023**

If your application is unsuccessful on this occasion you will be advised by email. Due to the high volume of applications we receive we are unable to provide feedback for applicants.

Shortlisted applicants will be asked to provide proof of eligibility to work in the UK. For the successful candidate the copy will be held on the personal confidential file. Documents obtained for unsuccessful shortlisted applicants will be destroyed 12 months after the end of the relevant recruitment process.

---

**We would like to take this opportunity of thanking you for your interest in this position and to wish you success with your application.**

**If you have any queries regarding any aspect of the recruitment and selection process, please contact the Human Resources Team by emailing [jobs@nua.ac.uk](mailto:jobs@nua.ac.uk).**