



**Job Title:** Residential Advisor  
**Grade:** 2  
**Salary:** £22,965 - £23,129 per annum, pro rated for part time fixed term contract  
**Department:** Accommodation & Residential Life  
**Hours/Contract:** 15 hrs pw/Part Time Fixed Term  
**Job Family:** Community and Operations  
**Reference:** 11357

## Role Purpose

To provide basic support and guidance to students in Residential accommodation, being first point of contact for routine enquiries. There may be a high volume of similar enquiries and you will follow well established routines to resolve. You will also have supervisory support to which you will be able to escalate more complex queries.

You will be required to coordinate your work to support the overall objective of promoting a sense of community within each residence to help maintain the safety, health and wellbeing of all students on site.

Main Duties and Responsibilities	% Time
<ul style="list-style-type: none"> <li>To support the arrivals process by delivering an appropriate welcome, working within predefined standard operating procedures.</li> </ul>	5
<ul style="list-style-type: none"> <li>Pass on correct information to promote events and activities for students in residential accommodation.</li> </ul>	10
<ul style="list-style-type: none"> <li>Support events and activities for students by performing a range of routine activities according to well established practices.</li> </ul>	20
<ul style="list-style-type: none"> <li>Coordinate own activities, amending own routines to take account of particular situations, workloads and events.</li> </ul>	10
<ul style="list-style-type: none"> <li>To be the first point of contact for students wanting to participate in the Residence Life Social Programme and University or Students Union supported events, passing on relevant information, generally face to face, as required.</li> </ul>	20
<ul style="list-style-type: none"> <li>To respond to everyday issues or queries from residents with basic information including signposting to relevant specialist services, following Standard Operating Procedures and/or escalating as appropriate to shift supervisor.</li> </ul>	15
<ul style="list-style-type: none"> <li>To visit residents as directed by the shift supervisor responding flexibly to each case to encourage a sense of community and positive behaviour by visiting residents.</li> </ul>	10
<ul style="list-style-type: none"> <li>To complete basic, routine record keeping, as directed by a shift supervisor.</li> </ul>	5
<ul style="list-style-type: none"> <li>Support the team by completing routine cleaning, organisation, and stock keeping of ResLife stock and spaces.</li> </ul>	5
<b>Internal and External Relationships</b>	





Providing a service to students and customers during both term time and vacation. This may involve direct liaison with:

Residents

Reception team

Shift supervisor

Facilities team

Estates

Visitors to the University

Any other internal or external agencies or persons relevant to the role as directed by the shift supervisor.

### Planning and Organising

Completing routine tasks under the direction of the shift supervisor but there is some agency as to when the tasks are undertaken during the shift.

### Qualifications, Knowledge and Experience

#### Essential

- Experience of working in a customer service environment and dealing with difficult situations\*
- Previous or current experience of living in a University of Leicester or other Hall of Residence\*
- Experience of working productively in a team\*
- Must be a registered and active student at the University of Leicester\*
- Proactive approach with the ability to multitask.

#### Desirable

- Experience with event planning and delivery
- Experience with social media.

### Skills, Abilities and Competencies

#### Essential

- Effective communications skills, both written and oral.
- Positive and enthusiastic attitude towards the experience of living in university accommodation.
- Proactive approach with the ability to multitask.
- Negotiation and influencing skills.
- Can demonstrate a good understanding of equality and diversity issues.





**\*Criteria to be used in shortlisting candidates for interview**

**Reason for Fixed Term Contract**

The reason for the fixed term contract is stated in section 1.9 in the summary of contractual terms in your contract of employment.

Fixed term period will be 1<sup>st</sup> September 2025 – 19<sup>th</sup> July 2026.

**Criminal Declaration (DO NOT DELETE) and Disclosure and Barring Service (DBS).**

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

This post is exempt from the Rehabilitation of Offenders Act 1974 because the appointee will have substantial access to young people and/or vulnerable adults. Therefore, an appointment to this post will be subject to checking through the Disclosure and Barring Service (DBS). The successful applicant for this post will, therefore, be required to give consent for the University to check and obtain appropriate clearance with the DBS for the existence and content of any criminal record in the form of an [enter level of disclosure].

Information received from the DBS and the police will be kept in strict confidence and will be destroyed once the University is satisfied in this regard.

**Supporting University Activities**

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

**Additional Information**

- The post holder is required to be an active registered student at the University of Leicester.
- The post holder is expected to complete a comprehensive training and induction programme (usually one full week) at the beginning of the contract – this will be before the academic year starts.
- Additional hours to support the arrivals process will be expected at the beginning of the academic year.
- Overtime is only allowable outside of the academic term as required by University regulations.
- The post holder will typically work at either Oadby Student Village or City Living but may be asked to work at either site according to business requirements.
- Absence for exceptional academic requirements such as examinations, deadlines, academic conferences or field trips will be supported as long as adequate notice is provided to line manager.
- All staff are subject to the requirements of the Data Protection Act/GDPR and must maintain strict confidentiality in respect of student and staff issues.
- Uniform will be provided and is to be worn at all times.





## University Values

**Inclusive** - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

**Inspiring** - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

**Impactful** - As Citizens of Change we will generate new ideas which deliver impact and empower our community

## Equality and Diversity

We believe that equality, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognizes and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

