Residential Community Assistant (RCA)
Candidate Information Pack
Purpose

This information pack is intended to provide you with full details of the new Residential Community Assistant (RCA) posts.

Eligibility

- At point of joining the Residential Community Team (RCT), you must be a current University of Warwick full-time student in your 3rd year or above. Funded students/PhD students will be responsible for checking the conditions of their funding arrangements to ensure they are able to work the full complement of hours required of the role.
- Students who are Student Visa holder are eligible to apply.

Employment

- You will be employed through Unitemps and your rate of pay will be the National Living Wage – currently £10.47 per hour. Employment will commence follow the completion of eligibility check;
- You will be expected to work 12-15 hours per week and will work 3 or 4 hour shifts between 5pm-11pm, Monday-Sunday as part of a rota. There will be some shifts during the day at weekends;
- You will be on-call overnight roughly 1 week in 30, although this may increase to 1 week in 15 (at most) if necessary (including statutory and customary day) and based on an ongoing review of service provision. On-call responsibility will be remunerated at the rate set out on the University’s Allowances Policy (currently £19.71 per day, Monday-Friday; £37.09 per day Saturday & Sunday and bank holidays);
- You will be required to support the Arrivals and Leavers weekends.
- In terms of annual leave and sick pay, you will be covered by Agency Worker Regulations - [https://www.unitemps.com/resources/info-hub/?type=candidate-uk&branch=warwick#awr](https://www.unitemps.com/resources/info-hub/?type=candidate-uk&branch=warwick#awr);
- If eligible, you will be auto-enrolled onto the Unitemps pension - [https://www.unitemps.com/resources/info-hub/?type=candidate-uk&branch=warwick#pension](https://www.unitemps.com/resources/info-hub/?type=candidate-uk&branch=warwick#pension).
- The expected commitment is the entirety of the academic year.

Accommodation

- There will be some varied accommodation, but most RCAs will live together in RCA flats. You will not be sharing facilities with 1st year students, unless in exceptional circumstances;
- There will be limited availability of accommodation suitable for couples. Requests for this type of accommodation will be considered on a first come, first served basis;
- Your accommodation contract will be a varied version of the standard student accommodation contract. It will start in early-mid September (exact date TBC);
- Your accommodation will be linked to your employment as part of the RCT. If you leave your employment with the RCT for any reason, you will be required to vacate your accommodation at the same time. In these circumstances and where possible, you will be re-housed elsewhere on campus in accommodation with a similar rental rate;
- Depending on where you live, the rent range TBC (for reference, the rent range is between £114-£260 per week in the year 22/23), inclusive of utility
Accommodation allocation will be decided before you sign any contract and you will have the opportunity to state your preferences, based on your personal circumstances. Please note that we cannot guarantee your preferences will be accommodated;

• Reasonable adjustments will be considered on a case-by-case basis.

Miscellaneous

• Role-specific training (including induction) will be provided to all RCAs and it is expected that RCAs will undertake all training required of them on the date specified.
• You will be provided with a uniform (hoody and polo shirt) and you will be expected to wear it when on shift. This is to ensure members of the team are easily identifiable to resident students;
• Outside of your rostered hours, you will not be obliged to stay on campus, nor will you be obliged to intervene if you witness any behavioural breaches;
• Postgraduate students considering joining the RCT should be aware that working as an RCA may impact their ability to undertake other paid work available via their academic department.

Application process

• If shortlisted, you will be required to attend an assessment centre. Full details will be sent to the shortlisted candidates via email.
Job Description – Residential Community Assistant

Sub Department: Residential Community Team
Department: Wellbeing and Safeguarding
Responsible to: Residential Community Co-ordinator
Responsible for: N/A

Job Purpose: To ensure that all students who reside on-campus are supported in the transition to university life and are given the opportunities to develop the skills required to maximise their academic and personal experiences. The Residential Community Assistants (RCAs) will proactively contribute to the delivery of three key areas of student residential life – Community Wellbeing; Community Building, and; Community Behaviours. Through the delivery of an inclusive and comprehensive programme of events, RCAs will help create a sense of community within the halls of residence that will support students with social integration and the development of an appreciation of different cultures.

Living amongst the students, the RCAs will be an integral part of the on-campus student experience. They will work closely with other teams to support the wellbeing of our students. In addition to providing out of hours support, the RCAs will support University disciplinary processes and uphold the University’s Values in relation to behavioural expectations through peer-to-peer advice and coaching and the delivery of events and activities.

Principal Accountabilities

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<th>Community Wellbeing</th>
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<td>▪ To provide live-in pastoral and wellbeing support to on-campus students, ensuring that vulnerable students are signposted to the appropriate sources of support or matters of concern are escalated appropriately and in a timely fashion.</td>
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<td>▪ Contribute to the delivery of the University’s Wellbeing Strategy through the facilitation of a programme of activities and events that will support students to develop the skills required to enhance their wellbeing.</td>
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<td>▪ To provide proactive wellbeing support through visibility within the residences and at the Residences’ Hubs.</td>
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<td>▪ As part of a rota and working closely with the Community Safety Team and the RCT Management Team, provide out of hours on-call response for incidents affecting students and/or on-campus accommodation.</td>
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<td>▪ To proactively work with other teams in providing appropriate support to on-campus students. This will include, but not be limited to, Community Safety and Wellbeing and Student Support.</td>
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<td>▪ Support the management of major incidents affecting residences, in and out of hours, e.g. building evacuations. This applies even when the RCA is not on duty or on-call. It is expected that this element will be very infrequent.</td>
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Community Building

- Be integral to cultivating a sense of community within the halls of residence. Ensuring that all students feel part of the community and that all students are given equal opportunity to engage in on-campus life at Warwick.
- Work with students to contribute to the development and delivery of a comprehensive and fully inclusive programme of events for on-campus student residents, ensuring that they reflect the diverse needs and expectations of the students.
- Facilitate opportunities, events and activities throughout the year to support students’ personal growth, interaction and to prevent isolation and loneliness
- To support the development of the residential experience, providing creative ideas and suggestions.
- To support students in the transition to university life in order to contribute to a positive student experience.

Community Behaviours

- Through peer-to-peer advice and coaching, ensure that students develop an awareness and understanding of the impact of their behaviour on others and that all students uphold the University’s Values.
- To support the RCCs to ensure all residence-related complaints are fully investigated in line with University regulations.
- Challenge and respond to low-level behavioural breaches within the residences; escalating more serious breaches to the RCT management team.
- Working with other teams, e.g. Wellbeing and Student Support, contribute to the development of and deliver behaviour-based activities to support the personal development of on-campus students.

Other Duties

- To maintain high levels of professionalism, confidentiality and sensitivity at all times.
- Ensure relevant communications are shared appropriately and in a timely fashion
- To undertake all training required of the role, including refresher training, where appropriate.
- To support Arrivals and Leavers weekends.
- To work 12-15 hours per week, over shifts including evenings and weekends Monday-Sunday.

Knowledge, Skills and Experience

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<th>Qualifications</th>
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<td>Professional Qualifications</td>
<td>None.</td>
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<td>Previous Experience</td>
<td>Experience of working as part of a large team, ensuring that the team’s objectives and aims are delivered. Experience of working with highly confidential and sensitive information.</td>
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### Knowledge and Skills
- Recent experience of living as a student in student accommodation (desirable).
- Excellent interpersonal skills with the ability to communicate effectively and appropriately with people from diverse backgrounds and cultures.
- Ability to manage crisis and incidents calmly and effectively and knowing when to escalate and identifying the appropriate person.
- Excellent organisational skills and the ability to work to agreed deadlines in a fast-paced environment.
- The ability to work on own initiative as well as part of a team and to build effective relationships with colleagues and students.
- Excellent computer skills including knowledge of Microsoft applications including Word, Excel, Outlook etc.
- Experience of delivering programmes of activities to a diverse group of individuals (desirable).

### Other Information
- Willingness to undertake all training required of the role.
Figure 1: Wellbeing and Safeguarding Group, Residential Community Team - Organisational Structure