

**Residential Community Assistant (RCA)**  
**2024/2025 academic year**

**Candidate Information Pack.**

## Purpose

This information pack is intended to provide you with full details of the Residential Community Assistant (RCA) posts commencing in time for the start of the 2024/25 academic year.

## Eligibility

- At the point of joining the Residential Community Team (RCT) you must be a current University of Warwick full-time student in your 3<sup>rd</sup> year or above. Funded students/PhD students will be responsible for checking the conditions of their funding arrangements to ensure that they are able to work the full complement of hours required of the role. Students who hold a Student Visa are eligible to apply, however will not be eligible to be on-call.

## Engagement

- You will be engaged through Unitemps and your rate of pay will be the National Living Wage – currently £11.50 per hour. You are responsible for ensuring that you have completed all Eligibility to Work checks with Unitemps prior to assignment start.
- You will be required to be on campus on 9<sup>th</sup> September 2024 to move into your accommodation and commence training.
- You will be expected to work 12-15 hours per week with shifts between 5pm-11pm Monday – Sunday as part of a rota. There may be some shifts available during the day at key events.
- You will be on-call overnight roughly 1 week in 30, although this may increase to 1 week in 15 (at most) if necessary and based on an ongoing review of service provision. Currently, on-call provision is covered in two blocks: Monday/Tuesday and Wednesday 11pm-7am and Thursday/Friday/Saturday/Sunday 11pm-7am. Bank Holidays work on a 24 hour on-call provision. On-call responsibility will be remunerated at the rate set out on the University's Allowance Policy (currently £19.71 per day Monday-Friday and £37.09 per day Saturday, Sunday and Bank Holidays). Currently the on-call week is split and requirement will be either Monday-Wednesday or Thursday to Sunday as opposed to the whole week. Due to regulations, unfortunately Student Visa holders are unable to work on-call.
- There are set times during the academic year that you will be expected to work. These are mandatory dates and can be found below. Before applying you should note these dates as any non-attendance will mean your assignment ending.

- In terms of holiday pay and sick pay, you will be covered by Agency Worker Regulations.
- If eligible, you will be auto-enrolled onto the Unitemps pension.
- You are expected to work for the **entirety** of the academic year or until accommodation contract end date, whichever is first.

### Key dates you will be expected to work

- You will be expected to arrive onto campus on **Monday 9<sup>th</sup> September 2024** to check into your accommodation.
- Training will be held on **Wednesday 11<sup>th</sup> and Thursday 12<sup>th</sup> September 2024**. This training will be for the duration of the day, estimated to be 9am – 6pm and is considered the start of your assignment as an RCA. Shifts will commence the following week.
- Mandatory shifts over Arrivals Weekend which will cover **9am -11pm from Thursday 19<sup>th</sup> to Sunday 22<sup>nd</sup> September 2024**. This will typically be 3 shifts of 4 hours.
- Mandatory shifts over Welcome Week from **Monday 23<sup>rd</sup> to Sunday 29<sup>th</sup> September 2024**.
- A booster training session, which will be held at the **beginning of January 2025**.

### Accommodation

- You are expected to reside on campus whilst working as an RCA.
- There will be varied accommodation across campus of which will be in three weekly rental brackets inclusive of utility bills:
  - £130 rent per week (£110 rent per week for a shared room with another RCA)
  - £150 rent per week (£130 rent per week for a shared room with another RCA)
  - £170 rent per week
- Rooms will be self-contained meaning that there is sole occupancy of the room which contains its own living space, kitchen, bathroom and bedroom unless this is documented as a shared room, of which will also be self-contained with its own living space, kitchen, bathroom and two bedrooms to be shared between 2 RCAs.
- Successful candidates will be asked to complete their order of preference for accommodation costs and the Head of Residential Community will allocate accommodation based on preference as best possible. Please note, that we cannot guarantee you preferences will be accommodated.

- Any room move requests will be subject to an administrative fee, for the academic year 23-24 this is £50, this fee may rise for the 24-25 academic year. Please note, the RCT are allocated enough rooms for the RCT team only by Warwick Accommodation and so room move requests are not encouraged nor guaranteed. Transfer requests will only be considered after 7<sup>th</sup> October 2024.
- Your accommodation contract will be a varied version of the standard student accommodation contract, and it will begin from Monday 9<sup>th</sup> September 2024. You will be charged accommodation fees from this date.
- Should your room not be ready on 9<sup>th</sup> September, due to unforeseen circumstances, you will be placed in an ensuite temporary room, chargeable at £121 per week.
- Your accommodation will be directly linked to your engagement as part of the RCT. If you leave your engagement 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 supported to be re-housed elsewhere on campus, in accommodation with a similar rental rate. If at any time you are no longer a full time fully registered student at the University of Warwick, you will no longer be eligible for the RCA role, your accommodation contract would become void and will be required to depart campus.
- Reasonable adjustments will be considered on a case-by-case basis.

### Miscellaneous

- Role specific training will be provided to all RCAs and it is expected that RCAs will undertake all mandatory training required of them.
- You will be provided with a branded uniform (pink hoody and polo t-shirt) and you will be expected to wear it on shift. This is to ensure members of the team are easily identifiable to residential 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.
- Student Visa Holders considering joining the RCT should be aware that working as an RCA may impact their ability to undertake other paid work depending upon any work hour restrictions. There is the expectation that at least 12 hours will be given to the role of RCA, so any considerations for work should include dedicating 12 mandatory hours to the RCA role.

## Application Process

- If you are shortlisted, you will be required to attend an assessment centre, which will be held in person, on campus. Full details will be sent to the shortlisted candidates via email.
- For anyone living overseas or is not local to Warwick at the time of the assessment centre, you will be able to select an online assessment centre via Teams on the dates specified below. You will be sent forms to complete prior to the interview for preparation should you be successful. Please note, these forms are part of the interview process and do not confirm you as successful in post. Full details will be sent to the shortlisted candidates via email.
- If you are unsuccessful in post, whether you attended in person or online, your completed forms will be shredded immediately after recruitment.

### In Person Assessment Centre Dates:

- Thursday 22<sup>nd</sup> February 2024
- Thursday 29<sup>th</sup> February 2024

### Online (Teams) Assessment Centre Dates:

- Monday 19<sup>th</sup> February 2024
- Monday 26<sup>th</sup> February 2024

**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 Builds, 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.

<b>Principal Accountabilities</b>
<p><b>Community Wellbeing</b></p> <ul style="list-style-type: none"><li>• To provide 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.</li><li>• 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.</li><li>• To provide proactive wellbeing support through visibility within residences and at the Residences’ Hubs.</li><li>• 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</li></ul>

students in on-campus accommodation. You will be on-call overnight roughly 1 week in 30 although this may increase to 1 week in 15 (at most) if necessary 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. Due to regulations, unfortunately student visa holders are unable to work on-call. For non-student visa holders, on-call is non-negotiable.

- 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.
- Support the management of major incidents affecting residencies, 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 infrequent.

### **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 breached 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 events and weekends Monday – Sunday.

**Knowledge, Skills and Experience.**

Qualifications	None.
Professional Qualifications	None.
Previous Experience	<ul style="list-style-type: none"> <li>• Experience of working as part of a large team, ensuring that the team’s objectives and aims are delivered.</li> <li>• Experience of working with highly confidential and sensitive information.</li> <li>• Recent experience of living as a student in student accommodation (desirable).</li> </ul>
Knowledge and Skills	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills with the ability to communicate effectively and appropriately with people from diverse backgrounds and cultures.</li> <li>• Ability to manage crisis and incidents calmly and effectively and knowing when to escalate and identifying the appropriate person.</li> <li>• Excellent organisational skills and the ability to work to agreed deadlines in a fast paced environment.</li> <li>• The ability to work on own initiative as well as part of a team and to build effective relationships with colleagues and students.</li> <li>• Excellent computer skills including knowledge of Microsoft applications including Word, Excel, Outlook, Teams etc.</li> <li>• Experience of delivering programmes of activities to a diverse group of individuals (desirable).</li> </ul>
Other Information	<ul style="list-style-type: none"> <li>• Willingness to undertake all training required of the role.</li> <li>• Attend all mandatory dates as listed in the Candidate Information pack.</li> </ul>