
Residential Community Assistant (RCA)**2026-2027**

Directorate:	Wellbeing and Safeguarding
Responsible to:	Residential Community Coordinator (RCC), mentoring guidance by Senior RCA
Responsible for:	N/A
Grade:	Unitemps Grade 1, Spinal Point 09 – currently £12.60 per hour
Hours:	Part time; 12-15 hours per week, including some on-call shifts
Positions:	X 1

Position Overview

As part of the Residential Community Team (RCT) you will support in providing a peer led service to ensure that all those who reside on campus, and in university provided accommodation, are supported in the transition to university life and find a sense of belonging in their new home.

You will be integral in the social, personal and academic transition into our Warwick community by proactively contributing to the delivery of four key areas of residential life; Community Building, Community Engagement, Community Behaviour and Community Wellbeing. Through these key areas, we encourage personal growth and development of our community through the fostering of connections, providing a range of inclusive social activities, promoting wellbeing and supporting the Warwick University discipline process, by upholding the University's values and expectations in relation to behavioural expectations.

Assignment, hours and payment

- You will be engaged through Unitemps and your rate of pay will be Unitemps Grade 1, Spinal Point 09 – currently £12.60 per hour. You are responsible for ensuring that you have completed all Eligibility to Work checks with Unitemps prior to the assignment start date.
- You will be required to be on campus on Wednesday 16th September 2026 to move into your accommodation and commence training.
- You will be expected to work 12-15 hours per week with shifts between 5pm-10pm Monday to Sunday as part of a rota. There may be some shifts available during the day at key events. These are typically 3x 4 hour shifts, with a potential 1 x 3 hour shift.
- You are expected to work for the entirety of the academic year or until your accommodation contract end date, whichever is first. This includes vacation – this is not a term time only role.
- If you are unable to commit to the entirety of the year, or you take excessive time off, your assignment will be terminated.
- You will be on-call overnight roughly 1 week in 15, although this may increase to 1 week in 10 (at most) if necessary and based on ongoing review of service provision. On-call provision runs 24/7/365.

Currently on-call provision is covered in two blocks: Monday-Thursday 10pm-7am and Friday-Sunday 10pm-7am. Statutory and Customary Days work on a 24 hour on-call provision.

On-call responsibility will be paid at the rate set out in the University's Allowance Policy (Currently £22.50 per day Monday-Friday and £45.01 per day Saturday, Sunday, public holidays and customary days).

Due to regulations, unfortunately Student Visa holders are not eligible to work on-call.

- 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.
- 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 will be provided with a branded uniform (pink hoodie 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.

Mandatory Dates:

You must be available to work the following dates, those who are unavailable may find that their RCA assignment is terminated. By applying and accepting of the role, you are agreeing to your availability on the below, if you are unable to attend the below your role may be terminated:

- Wednesday 16th September 2026 – arrive on campus and check in to accommodation
- Thursday 17th and Friday 18th September 2026 – mandatory training estimated to be 9am-6pm on both days (paid shift)
- Thursday 24th to Sunday 27th September 2026 – Arrivals Weekend shifts covering 9am-10pm, typically 3 shifts of 4 hours.
- Monday 28th September to Sunday 4th October 2026 – Welcome Week shifts covering 9am-10pm, typically 3 shifts of 4 hours.
- Thursday 7th January 2027 – Booster Training in-person.

Eligibility

- At the point of joining the Residential Community Team (RCT) you must be a current University of Warwick full-time student in your 2nd year or above. Your student status must reflect on your record for the entire academic year (a minimum of 40-weeks, from the start of the academic year, indicative of the shortest accommodation let length).
- You must have lived in halls of residence within an educational setting – either Warwick or another establishment.
- Eligibility into role is conditional upon checking of the Student Conduct Database.
- 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 for this role (12-15 hours per week for the full academic year).

- 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.
- Students who hold a Student Visa are eligible to apply, however will **not** be eligible to be on-call.

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.

Roles and responsibilities:

Overall expectations

- Work alongside the RCT and wider University teams to develop an inclusive, supportive and safe community for Warwick students living in our halls of residence.
- Act as a role model to students, promoting the core values of Warwick University
- Be actively visible, available and approachable as a first point of contact for students accessing the service.
- Build rapport with each student in the community, identifying and overcoming any barriers to communication
- To have good knowledge of University departments and internal and external support services to signpost students to.
- Promote a community and campus that is respectful of diverse identities and backgrounds, and free from harassment, discrimination and intimidation.
- To gather and record confidential and sensitive information in a clear, transparent and thorough way,
- Participate in key events throughout the year, including but not limited to, Arrivals Weekend, Welcome Week, Open and Offer Holder Days.
- Participate in maintaining on-call and office hour provision via the team rota, including during vacation periods throughout the year.
- Engage in 1:1's and team meetings as directed for personal and professional development alongside key service and/or university updates.
- Be guided by the Senior RCA(s) and utilise their support and guidance.
- Work within University policies and take direction, as required, from Senior RCAs, RCCs and the Head of Service.
- Attend (and complete) all training and 1:1s as required throughout the year to ensure that you are aware of service provision updates and for personal and professional development – assignments may be terminated with no notice where there is a lack of attendance or completion of mandatory training including in person and online training.
- To uphold the behavioural and attitude standards of the Residential Community Team, as well as comply with Regulation 23 and Regulation 27 at all times. Any misconduct or

concerns arising within the role will be addressed through the RCT's internal processes or, where relevant, the University's disciplinary process, which may result in immediate termination of the role without notice and discussions with other relevant departments.

Community Wellbeing

- Be highly visible and approachable and engage with students through flat visits, drop ins and kitchen meetings, getting to know our residents and developing positive relationships and connections.
- Provide confidential, sensitive and appropriate advice, support and guidance, signposting to specialist services or escalating matters of concern in a timely manner.
- Write comprehensive reports of any incidents and appropriate student interactions while on shift.
- 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 through proactive engagement across all areas of residence.
- Help to promote and deliver a comprehensive programme of inclusive and diverse events/activities for students to promote personal growth, integration and develops a sense of belonging within our Warwick community.
- To support the development of the residential experience, providing creative ideas and suggestions.
- Assist with the social media presence of the RCT
- To support students in the transition to university life in order to contribute to a positive student experience.

Community Behaviour

- 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.
- Help students agree and review flat mate agreements, facilitate kitchen meetings and provide mediation where necessary.
- To support in ensuring that all residence-related complaints are fully investigated in line with university regulations.

- Challenge and respond to anti-social or disrespectful behaviour, in line with our Regulations, escalating any concerns or issues to appropriate teams.
- Support with campaigns designed to promote positive behaviour and awareness of risky behaviours, such as excessive alcohol consumption.

Community Engagement

- To support awareness and engagement of the RCT through positive interactions and raising awareness through visits, open days, events and arrivals.
- To assist in focus groups and forums to identify the barriers students face in engagement with the RCT and ways in which we can overcome these.
- To ensure that every interaction with the RCT is positive and solution focussed, with the student leaving the interaction feeling supported and, where appropriate, signposted.
- Assist in supporting and encouraging attendance at drop ins and events, providing input into how these can be more engaging for our community.

Person Specification

The person specification describes the knowledge, experience & abilities that the Warwick is looking for in the student staff we assign to post. To be successful, during the selection process (application form, assessment centre & interview) you should demonstrate:

- Full time student at the University of Warwick
- Experience of living in halls of residence within higher education
- Knowledge of the issues that students experience when living in university accommodation
- Experience of working with highly confidential and sensitive information
- Experience of working as part of a large team ensuring that the team's objectives and aims are delivered.
- Experience of dealing with challenging behaviour and supporting others.
- Experience of delivering and organising events.
- Ability to communicate effectively and appropriately with people from diverse backgrounds and cultures.
- Flexible and responsive to service/student needs.
- Ability to initiate contact with other students with confidence.
- Ability to manage crisis and incidents calmly and effectively.
- Ability to identify own limitations and when to escalate concerns to appropriate person.
- Ability to write comprehensive and factual reports with good attention to detail.
- Self-awareness and self-reliant and able to use own initiative to problem solve.
- Non-judgemental and committed to equality of opportunity for all.

Accommodation

- You are expected to reside on campus whilst working as an RCA. Your accommodation contract will be a varied version of the standard student accommodation contract. For the 26/27 academic year RCA contracts will commence at 10am Wednesday 16th September 2026 and you will be charged accommodation fees from this date.
- Successful candidates will be asked to complete their order of preference for accommodation costs and let length, and the Head of Residential Community will allocate accommodation based on preference as best possible. Please note that we cannot guarantee your preferences will be accommodated, and accommodation will be allocated primarily based on rental cost preference and course length to ensure appropriate let lengths are allocated for need. The total number of rooms provided to the RCT are the same as the total number of team members and so there will be times where preferences cannot be met, despite best intentions and attempts.
- Reasonable adjustments will be considered on a case-by-case basis.
- 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 two RCAs/SRCAs. Please note there is one shared RCA/SRCA accommodation for the 26-27 academic year that has three bedrooms. There is no cleaning provision within RCA/SRCA accommodation.
- *The accommodation available under this position is as below, which is inclusive of utility bills:*
 - **Contract length:** 40 weeks
 - **Tier and price:** Tier 2, £172 per week
 - **Occupancy:** Single occupancy
 - **Location:** Central Campus
- 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, including no longer being a full-time fully registered student at the University of Warwick, you will be required to vacate your accommodation within two weeks. If you will still be a full time fully registered student at the University of Warwick, in these circumstances, and where possible, you will be supported to be re-housed elsewhere on campus subject to availability and you will be charged at the advertised student weekly rent for your new room. If there is no suitable availability on campus you will be required to move off campus. You must complete the following form [Campus Departures Form \(warwick.ac.uk\)](#) and vacate your room within two weeks. Warwick Accommodation requires this as formal notification that anyone residing on campus has left their accommodation. If you have any questions regarding this, please email accommodation@warwick.ac.uk.



- RCA's must comply with all building checks. Notification of these will be given by email prior to the checks taking place, however, the RCT expect all RCA's to be cooperative and responsive to requests.
- Room transfers are only permitted within the RCA/SRCA room stock and therefore are subject to availability. Please note, RCT are only allocated enough rooms by Warwick Accommodation to accommodate RCAs/SRCAs and therefore room move requests are unlikely and not guaranteed. Any room transfers that do go ahead during the 26/27 academic year will be subject to a £50.00 administration fee, for the 27/28 academic year this fee may rise. Transfer requests will only be considered after 12th October 2026.
- Due to essential maintenance works that happen across campus during the summer period, Warwick Accommodation are unable to offer extensions or early arrivals for RCA accommodation. You will need to vacate your room by the end of your contract and remove all your belongings, even if you are continuing as an RCA/SRCA for the next academic next year. This includes all contract let lengths. You will not be permitted to move into your RCA room before the start date of your accommodation contract or store any items in the room before arrival.
- Essential maintenance works that happen across campus during the summer period can overrun, meaning your flat may not be ready to move into from the start date of your accommodation contract. Please be aware that if your flat is not ready for occupation on 16th September 2026, you will be housed in temporary accommodation charged at £21 per night until your term time room is ready to occupy. Warwick Accommodation will inform you as soon as they are aware that your room will not be ready by your contract start date, but please be mindful that it may be short notice due to the nature of the work taking place.
- If you would like to stay on campus during the summer period, you can book vacation accommodation subject to availability. Bookings for this accommodation open in week 8 of term 3. Summer vacation accommodation is available from 3pm 4th July 2026 until 10am 17th September 2026. You can find the link and more information including how to book [here](#). The Student Information Centre manages vacation accommodation and can be contacted at studentinformationcentre@warwick.ac.uk with any queries.
- Warwick Accommodation are unable to offer the storage of belongings on campus during the summer and students will be responsible for removing all their belongings from their room and arranging storage privately. Please see more information on local storage solution companies [here](#). If you have any questions, please reach out to the storage company directly.

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 not local to Warwick at the time of the assessment centre, you will be offered an online assessment centre via Teams. Dates for this will be announced following application sifting and are predicted to take place on the same week as the in-person assessment centres. Please note, preference for attendance is at the in-person assessment centre and spaces at the online assessment centre are limited and should not be assumed.

Full details of application sift will be sent to all candidates via email to advise if you have been invited to assessment centre or not, including if you are on the reserve list for invite. *Whilst we will do our best to accommodate preferred dates, due to the volume of candidates this is not always possible.*

In person assessment centre date:

- Thursday 11th June 2026

Candidates will be informed as to the outcome of the assessment centre on the week commencing 15th June 2026 via email.

Any general enquiries can be directed to rescommunityteam@warwick.ac.uk