

UNIVERSITY OF GLASGOW

SAMPLE JOB DESCRIPTION

Job Title	Assistant Senior Resident
Department/ Division	Residential Services
Faculty/Division of AIMS	Campus Services
Reporting To	Warden/ CSR

Job Purpose

A Senior Resident is part of a team who has responsibility for keeping order within student residences. In addition to this, they provide pastoral support to the residents. They act as the link between the students and more senior members of staff in the residences.

The Senior Resident reports to the Chief Senior Resident.

Main Duties and Responsibilities

1. Responsibility to respond to any exigencies as they arise and make appropriate decisions based on current knowledge, experience and expertise.

2. Responsibility to maintain a high profile in the residence. In the event of an emergency or crisis situation in their Residence, to manage and co-ordinate any action required until Warden/ Senior Warden or Senior Accommodation Personnel were able to attend the scene

3 Obligation to provide support on a rostered basis throughout the academic year, in some cases this may be extended to include the summer recess.
Requirement to be on duty once or twice per week, duties can involve being on call for emergencies and office based duties.
A number of straightforward tasks will be assigned to the Senior Resident including: reporting repair requirements, distributing information issued by the Office, monitoring noise and behaviour issues, etc.

4. Regularly meet with warden and other staff to be updated and appraised as necessary. Participate in on- site and across sites training

5 Responsibility for ensuring duty is covered, to ensure the residence is staffed out-with office hours

6. Ability to interact with many support networks, local management Accommodation Office personnel and regular liaison with on-site Management Staff

7. Ensure appropriate discipline is maintained within the Residence, alerting appropriate others when needs dictate.

8. To maintain a high degree of confidentiality

**University of Glasgow
Job Description**

Knowledge, Qualifications, Skills and Experience
<p>Knowledge/Qualifications</p> <p>Qualified First Aider</p>
<p>Skills</p> <p>Good organisational and motivational skills</p> <p>Excellent Interpersonal skills</p> <p>Good Team player</p> <p>Conciliatory approach to issues of concern whilst balancing this with an authoritative style when required.</p> <p>Mature, responsible perspective, approachable, level headed in a crisis and will enrich the lives of those they are responsible to by their composure, even-handedness and ability to consider all parties concerns.</p>
<p>Experience</p> <p>Ideally the applicant should have at least one years experience of living in University Accommodation and have an awareness of the type of issues that require the presence of the post holder. Typically they may range from matters of security, noise management, personal distress, fault logging and health issues.</p>

Dimensions
As part of a team, responsibility for a large number of students in residence

Job Features
<p>Planning and Organising</p> <p>To plan and organise workload effectively and efficiently to meet the requirements of the Department</p>
<p>Internal/External Relationships</p> <p>Internal Departments/ Services e.g. Residential Services, Advisors of Studies, Chaplain, Disability Service, Student Counselling Service, Student Health service</p> <p>External- students, parents, Site Management Staff, Contractors, Emergency Services, Security- University Central Services and External Firms</p>
<p>Decision Making</p> <p>Resolution of crisis involving students often involving upwards referral to more senior staff (conflict with flatmates, personal safety, security and maintenance issues, referral for medical attention)</p> <p>Discipline issues</p> <p>Conflict between student residents</p> <p>Decisions re room/site transfers in conjunction with Allocations Section and Site staff</p>
<p>Problem Solving</p> <p>Proactively suggest solutions to queries from students, parents, guests as they arise</p>
<p>Other</p> <p>Compulsory attendance at training days organised by Residential services</p> <p>Post holder would be expected to adopt a high profile, take an active interest in student welfare and to be aware of day to day events in the Residences.</p>