



Position Title: Residence Assistant

Reports to: Program Director and Student Life Manager

Location: Zones 1 & 2 in central London

Term: Minimum 18 week period to cover Fall 23 semester. All RA appointments are given an initial semester only contract, where depending on performance, staffing levels and operational needs, contract extensions may be offered into the Spring

Hours: Out of hours support on a 7-day basis when students are in residence and will be expected to be available during evenings and weekends on a pre agreed rota basis. The RA role is part time, so allows flexible working where you may have additional employment or are studying elsewhere on weekdays during the daytime.

Salary: £200 per week to include housing in a single room in a fully furnished apartment in central London on location with student cohort

Start: Positions opening from August 2023

Verto Education UK based in London is hiring Residence Assistants (RA's) to be based in London, England. The RA serves as a facilitator to encourage a positive and welcoming, healthy and safe, and cooperative and considerate living environment. The RA also serves to assist with the personal concerns of the student, and to help manage conflicts that may arise in the residential area. Therefore, an RA is expected to be a person who cares about their residents and continuously strives to make the residence a safe, valuable and educational place to live. In addition to supporting students and colleagues, RAs focus on creating positive and valuable communal environments for students living within the student residences.

This position is open to candidates with the right to live and work in the UK free from restrictions. The role is residential and requires the RA to be in residence overnight whilst students are in residence during term time, unless otherwise agreed. Each RA is required to support students at nights and weekends, be on-call on a rota basis and help staff to ensure the safe and professional running of the London programme. In return for being present during all periods with students on site RA will receive housing in a single occupancy furnished flat in the student accommodation location and receive a monthly stipend.

Qualities and competencies required for the role:

- Reliable, honest, mature outlook, proactive and hardworking
- Calm and able to work well under pressure
- Excellent team player who can also work on own initiative

- Demonstrates a highly professional and dedicated attitude to the performance of their duties
- Uses tact, diplomacy and discretion and understands that issues are in confidence and must not be discussed with other students and only relevant staff
- Genuine interest in supporting students – responsibilities will include helping students to resolve issues, such as roommate conflicts & culture shock, and helping them to make the most of their time in London
- Empathetic and able to manage challenging and sensitive situations, but firm in managing poor student behavior
- Able to mediate student issues, with the ability to recognise when to escalate to and involve London staff.
- Recognises and acts upon the nature of the role will require flexibility due to unforeseen circumstances.
- Understands and appreciates the differences in UK and US higher education systems.
- Completes the training and understands the US legal requirements such as the Clery Act, FERPA and Title IX.
- Works well in stressful situations for example in major emergency situations to help staff ensure all students are reported as safe

Community Builder

- Acts as a community builder and facilitator by developing an atmosphere that promotes a sense of belonging, support, and affiliation.
- Becomes acquainted with each student in the living unit as soon as possible, as well as with other residents of the hall.
- Encourages and supports students in their involvement in programming, and campus activities.

Leader

- Is familiar with community resources
- Knows and understands the rationale of housing policies and procedures, and interprets and enforces them effectively.
- Develops positive working relationships with Student Life Coordinators and peer staff members.
- Assists in maintaining order in emergency situations.
- Communicates consistently, effectively, and efficiently with other RAs, and other Verto staff
- RAs are expected to maintain a high level of ethical standards whether on duty or not. RAs should always assist in residence matters regardless of duty schedule.
- Maintains a professional attitude and manner while employed as a Verto Employee.
- Knows and understands the philosophy Verto's Student Community Guidelines

Peer Helper

- Acts as a referral agent in serious emergency situations.
- Assists students with transition to university and community life.

- Helps students adjust to their roommates, floormates, suitemates, residence and Verto student community.
- Shares responsibility of duty nights and hall security with other RAs.
- Official RA duty guidelines are set by the Dean of Students and Program Director. These guidelines include duty rounds, security checks, professional behavior, etc.
- Informs the Student Life Manager of living unit situations (incidents, needs, behavioral changes, and unknown whereabouts of members) through individual consultations, unscheduled conversations and staff meetings.
- Is available to assist students with their personal and group concerns, within limits of training and capability.
- Monitor student behavior policies and protocols, upholding a high standard of student conduct

Administrator

- Works with housekeepers, maintenance personnel for example, to promote efficient facility support and respectful understanding of the responsibilities of both the residents and Verto personnel.
- RA's must participate in opening, closing and inspection procedures and may not leave until dismissed by the Program Director.
- Completes administrative tasks as assigned by the Student Life Manager
 - Maintains records concerning room inventory and damages in students' rooms.
 - Assists in student room check-in and room check-out procedures.
 - Assists in surveys and special projects as requested by the Program Director and Lead Student Life Coordinator

Other

- Participates in RA training sessions as required.
- Attends and participates in all meetings called by the Student Life Manager
- Any and all requests for time away from the residence, especially nights, must be submitted in writing to the Program Director.

Education, Experience, and Licensing Requirements:

- You must have the unrestricted right to work in the UK, without a limitation on working hours.
- Experience living in on-campus housing
- Working knowledge of university and residence hall policies and procedures