Residential and Hospitality services

Senior resident role

Senior Resident Voluntary Role Description

The Senior Resident is responsible to the Warden\(^1\) for helping to develop and maintain the communal life within a university Residence to ensure an excellent and rounded student experience. In fulfilling this role, the Senior Resident works with other Senior Residents and the Student Support Administrator, as well as a wide range of other university staff and students.

In particular the Senior Resident may be expected to assume responsibility for:

- General pastoral support for a group of student residents;
- Maintaining an environment which is conducive to study and relaxation with particular regard to student safety, security, welfare and discipline;
- Promoting an area of the cultural, sporting or social life of the Residence;
- Reporting maintenance issues in communal areas;
- Participating in a duty rota, where applicable;

The precise balance of duties varies according to the nature of the residence.

Where there is a duty rota, the Senior Resident will participate in a rota which covers weekday evenings, weekends, Bank Holidays and Christmas and Easter vacations, including university closure days. The times will be agreed locally, and a degree of flexibility is required to cover sickness, leave (including that of senior residents) and vacancies. The rota will also provide for after-hours emergency cover for contact in exceptional circumstances.

A Senior Resident is a volunteer who must normally be a registered student at the University of Bristol for the duration of the role or hold a current University contract of employment for a substantive role of at least 25% FTE. Accommodation at a reduced rent is provided for the better performance of the duties and the Senior Resident is expected to live on site. Absences from the Residence, other than in emergency, will be subject to prior agreement with the Warden.

There are no fixed hours, although attendance is expected at meetings, dinners (where applicable) and when on duty.

Senior Resident tenancies will run concurrently with the undergraduate tenancy for their residence, however you may be required to move in up to two weeks prior to the start of the tenancy at the discretion of your warden. There will be no charge for these weeks.

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\(^1\) For the purposes of this document, references to the Warden include a Deputy Warden, where applicable.
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At the end of the tenancy there will be a number of opportunities for continued senior residency through the summer however there is no guarantee that these will be in the same residence. Students who are not continuing as summer senior residents will be required to pay full rent or to move out of the residence.
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The nature of the Senior Resident role in detail:

The Volunteer role may encompass some or all of the following:

Preparation and Training

- To attend training before taking up the role and any relevant ongoing training.

Pastoral

- To assume an active role, as required, in preparing the Residence for the arrival of new students, including ensuring there are sufficient keys, damages have been repaired/reported, rooms are inventoried and clean. To liaise with Residences cleaning staff.

- To assist in welcoming new residents and their parents.

- To participate in relevant inductions for new students and to maintain an awareness of any arrivals or departures within the Residence, ensuring that new arrivals are welcomed and adequately briefed as directed by the Warden.

- To assist with the delivery of consistent and complex information and advice on current priority areas of concern.

- To assist with preparation for or the running of open days, within the confines of academic or employment requirements, which may include acting as a steward

- To facilitate the creation of a thriving community, getting to know the students in your immediate care, and helping to foster a community spirit by regular contact.

- To be aware of any special needs or requirements of particular students and to assist the warden in providing appropriate advice and support.

- To assist residents with general help and advice by referral, if necessary, and with the Warden’s endorsement, to University Support Services or academic personal tutors.

- To help coordinate, and participate in, social and cultural activities within the Residence, as well as study / revision groups or similar academic-related activities, as applicable.

- To provide assistance in the event of a resident requiring medical attention, e.g. contacting a doctor or the emergency services.

- To work with other Senior Residents and the JCR Committee and Students Union, where relevant, to coordinate social activities within the Residence.

- To assist Security Services, for example over “lock-outs” or dealing with distressed students.

- To document any interactions with residents which may subsequently assist in providing pastoral support.

Health & Safety

- To be fully acquainted with the Handbook for the Residence, the terms and conditions of residence, relevant University Rules and Regulations, and Health and Safety procedures, and to ensure these are observed by residents at all times.
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- To assist with fire drills, evacuations and safety coordination. To complete fire report forms. Where applicable, to liaise with emergency services and to evacuate the building in case of fire or fire alarm activation.

- To ensure students are aware of the appropriate method of reporting repairs and to follow up incomplete repairs with the Student Houses Office.

- To undertake any specific duties, including the training for such duties, in relation to health and safety in the House as directed by the Warden, e.g. first aid certification.

- To liaise with Security and Site Services on a regular basis and to support their work within the residences.

**Behaviour and discipline**

- To be proactive in maintaining a clean, safe, secure environment throughout the Residence and raise awareness of best practice, policy and procedure with regard to Security, Health and Safety, and Housekeeping to ensure that all students are aware of what is expected of them.

- To be visible, contactable and readily available to deal with any incidents, e.g. anti-social behaviour, fire activations, illness and welfare related matters.

- To act as the first point of contact during duty hours for issues of student concern; to respond to these appropriately, and, after appropriate consultation, if necessary, with the Warden and Senior Resident team.

- To record incidents, as required, in the Residence Incident book, reporting in more detail any major incidents, e.g. fire, serious illness or theft, drawing this to the attention of the Warden or other appropriate persons as soon as possible.

- To gather, record and transmit other information as required by the Warden to ensure that any misconduct or breaches of University or residential regulations can be dealt with effectively and fairly. Matters should be referred and assistance requested as circumstances and procedures indicate.

**General**

- To maintain a high profile presence, and to attend regular meetings with the Warden and other Senior Residents.

- To check e-mails and other communications on a daily basis and to respond promptly.

- To work closely with the Student Support Administrator in fulfilling the role.

- To ensure the Senior Resident team co-operate, work effectively, and support each other.

- To adopt a willing and reasonable approach to covering the duty shifts of other Senior Residents, if required.

- In cases of emergency to provide cover at other residential accommodation under the control of the University.

- In catered Halls, to attend Hall meals on a regular basis, and formal dinners as expected.
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- To act responsibly and with sobriety at all times. To refrain from forming or encouraging any intimate relationships with junior residents.

- To fulfil the role as required in the particular residential context and to carry out any other duties commensurate with the responsibilities of the position.