As a Senior Resident you will have a high profile in your residence. You will need to ensure that your allocated students get to know you within the first week of the new academic year and that you develop a good relationship with them, earning their respect and confidence.

You will keep in regular touch with your students, both formally and informally, perhaps calling into their kitchen for a coffee, or meeting up occasionally. You will be the eyes and ears of the residence; proactively identifying both welfare issues and repair or maintenance issues that have not been spotted or dealt with. You will ensure this information is communicated to the appropriate person.

**Examples:**

1. You hear from one of your students that another student has not been seen in the residence or at lectures for several days. You follow this up by knocking on the student’s door, checking with the department, contacting the student by telephone or email as appropriate.

2. You notice that the carpet in a particular corridor is wet and there is a growing smell of damp but no obvious signs of a leak. You will check with the accommodation manager that the problem has been reported and get an idea of what action is being taken and when it will take place.

As a Senior Resident you will lead talks and facilitate discussion groups with students in their Residence. This will include providing general information to help new students settle in to life at University.

**Example:**

1. In some residences there will be kitchen meeting, which students are obliged to attend. At this meeting you will offer practical advice and help with: recycling, setting up cleaning rotas, food safety and fire safety.

In addition you will have an essential role in leading discussions and awareness groups to help students develop their understanding of current welfare and pastoral concerns. These may include: general wellbeing, issues relating to alcohol and drugs and sexual consent. Senior residents will receive training in these areas to help them to fulfil this objective of the role.

**Example:**

1. At the start of term you will be asked to lead discussions with groups of students (either in kitchen groups, corridor groups, floor groups, or house groups – depending on how your hall or residence is organised), on these important areas. In so doing you will be supporting the University’s objective in promoting student understanding of them. You will receive training and input from experts designed to enhance your knowledge in these areas, and to develop your skills in leading discussion groups. You will also be provided with a structure to help you lead your discussion groups, and to ensure that all new residents are given consistent information about each issue.
As a Senior Resident, you may on occasion be the first person contacted in an emergency or difficult situation within your hall or residence. Though you will never be expected to handle an emergency situation or a difficult problem by yourself, you will be required to make sure the right people are contacted to help with the problem you face.

Example:

1. A student contacts you late at night to ask for help as one of their friends has become very unwell and non-responsive after consuming too much alcohol. You respond to this situation by finding out as much information as possible about what the student has consumed, and contact the emergency services by dialling 999 as soon as you can. You place the student in the recovery position whilst you wait for an ambulance. You then call Security (or Service and Safety in a Unite Residence), and your Warden (or their deputy) to inform them of the situation. You note down what you can in writing for the purposes of compiling a report.

2. A student approaches to you and tells you that they are very depressed and have been self-harming on occasion. You respond by listening with compassion and empathy, and advise the student about services within the University where they can find professional support. You explain that you will need to report what the student has said to the Warden. You note down some basic details and assure the student that whilst you cannot provide absolute confidentiality, only those who need to know will be told. You then follow up in the next few days to see how the student has been getting on.

You will play an essential role in creating a community that is welcoming and supportive of a student’s educational and personal development

Examples:

1. You will play a very active part in arrivals weekend, being on hand to meet and greet students and their parents, show them to their rooms, help move luggage and deal with any enquiries or anxieties. You will actively participate in your residence’s welcome week programme.

2. You will help support and promote your JCR activities, this might include helping to run rehearsals for a residence show – or even acting as understudy. You could help to run a sport team or find ways of using your personal interests to enhance the experience of students in your residence. Activities could include setting up a chess club, leading a League of Nations appreciation group, being a DJ for the residence disco or piping in the haggis on Burns night.

3. You will participate in educational support, perhaps offering to establish working groups, leading on revision sessions or promoting Best of Bristol lectures.

You will assist with the day to day running of the residence.

Example:

1. You will participate in a duty rota responding to enquiries from students, which may include lock outs, welfare issues or complaints about noise.

2. You will assist with ensuring an appropriate response to fire alarms depending upon the requirements of your residence.
3. You will respond to misconduct within your residence including quietening or calming noisy parties and gatherings, reporting smoking or misuse of drugs or alcohol.