

Job Title:	Resident Assistant
Unit/School:	Commercial Services
Grade:	2A/B
HERA:	UE24

Core purpose of role

The Residence Assistant (RA) plays an important role in supporting the residential student experience by helping to create safe, welcoming and inclusive communities within Cardiff Met Residences. The role offers peer support, welfare signposting, community engagement and an out-of-hour presence for students living in University accommodation. Assistants are not expected to provide specialist welfare support but are expected to identify concerns and signpost students to appropriate University services.

Key responsibilities and contributions

- To be an active and flexible member of the Halls Team, act as a positive role model and comply with University policies, procedures and professional standards.
- To provide an out-of-hours peer-support presence for residential students alongside the University's security provision, including responding to general enquiries and providing initial practical assistance.
- To maintain regular contact with each flat through welfare check-ins, flat forums and community engagement activities, recording student feedback and reporting relevant matters to the Halls Management Team.
- To provide first-line peer support and information, signposting students to appropriate University services or external agencies and promptly escalating welfare, safeguarding or wellbeing concerns in accordance with University procedures. RAs do not assess or manage specialist welfare or safeguarding cases.
- To support students with minor disputes and community-living concerns, referring matters that cannot be resolved through informal support to the Halls Management Team or other appropriate service.
- To help create a safe, welcoming, respectful and inclusive residential community and maintain effective working relationships with the Halls Management Team, Security, the Security Control Room Supervisor and other University staff.



- To provide a professional and friendly welcome to students, parents and visitors, including supporting Halls Office enquiries and the sorting and issuing of post during designated office-based duty hours.
- To re-admit students to rooms where authorised, completing identification checks and recording all activity. Master keys must be used strictly in accordance with approved procedures and must not be used outside duty hours or taken off site.
- To provide an initial response to incidents within the limits of the role and training provided, promptly contacting the Security Control Room and following the instructions of the Security Control Room Supervisor while awaiting further assistance. Security retains responsibility for managing security incidents and coordinating emergency responses.
- To report incidents, accidents, welfare concerns, hazards and maintenance faults promptly; follow site emergency procedures; and, only where trained and authorised, reset trip switches in accordance with prescribed procedures.
- To support arrivals, induction, open days, applicant days, show-flat activities and Residence Life events, encouraging student engagement, inclusion and participation. RAs must keep their allocated room clean and tidy for agreed show-flat use where required.
- To attend all required training, meetings and briefings; maintain appropriate confidentiality; and undertake other duties reasonably required and consistent with the nature and grade of the role.

Person specification

Essential qualifications / Professional memberships

- Current Student at Cardiff Metropolitan University and a resident in Cyncoed halls of residence or Plas Gwyn halls of residence.

Essential experience, knowledge and skills

1. Awareness of student wellbeing, mental health, safeguarding, and equality, diversity and inclusion, with an understanding of how to provide appropriate support and signpost individuals to relevant services.
2. Ability to listen, demonstrate empathy and maintain professional boundaries.
3. Excellent interpersonal and communication skills.
4. Ability to deal with emergency situations in a calm and confident manner.
5. Ability to remain calm and professional in challenging situations, using effective communication, sound judgement and appropriate boundaries to respond to conflict or difficult behaviour. Relevant training will be provided.
6. Ability to listen and demonstrate a sympathetic and empathetic manner with students and guests.
7. Good organisational and time-management skills, including the ability to manage competing priorities, maintain accurate records, respond promptly to queries and support the coordination of activities.
8. Experience working as part of a team and using your own initiative.
9. Experience of supporting, guiding or assisting young people or peers. This may have been gained through employment, volunteering, education, student representation, mentoring, sports or community activities.
10. Commitment to creating a positive and inclusive student experience.

Desirable

1. Experience in planning or supporting events.
2. Experience in volunteering, mentoring or peer support.

Welsh skill requirements

Welsh is essential to our students and staff and is a key part of our provision and services. For every position at Cardiff Met, proficiency in Welsh language is either essential or desirable. You can find information about the levels by viewing our booklet: [Welsh language skills levels](#). If a skill is listed as essential in the table below, please ensure you demonstrate this in your online application form.

Language level and general descriptor	Listening	Reading	Speaking	Writing
A1 – Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh.	Desirable	Desirable	Desirable	Desirable
A2 - Basic user Can deal with simple, straightforward information and communicate in basic Welsh.				
B1 - Intermediate user Can communicate, to a limited level, in Welsh about things that are familiar and/or work related.				
B2 - Upper intermediate user Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker.				
C1 - Fluent user Can communicate fluently in Welsh.				
C2 - Master user Can communicate fluently on complex and specialist matters in Welsh.				

Disclosure & Barring Service requirements

This post requires a basic DBS check.

Supporting information

The University is a dynamic organisation and changes may be required from time to time. This job description and person specification is not intended to be exhaustive.

The University is committed to the highest ethical and professional standards of conduct. Therefore, all employees are expected to have due regard for the impact of their personal behaviour and conduct on the University, students, colleagues, business stakeholders and our community. Each employee must demonstrate adherence to our Code of Professional Conduct. In addition, all employees should have particular regard for their responsibilities under Cardiff Metropolitan University's policies and procedures.