

PROPERTY & FACILITIES

STUDENT ACCOMMODATION

Resident Assistants

Code of Conduct and Scholarship Conditions

The position of Resident Assistant is one of responsibility for the students living in University accommodation and, as such, RAs live in public view and should remember to conduct themselves in an appropriate manner at all times. RAs, as with all students, must adhere to the University's rules and regulations and the Student Accommodation Code of Conduct. RAs are also fully bound by the terms and conditions of their Tenancy Agreement as well as their Scholarship Agreement. Additionally, all RAs must consider the following:

Attendance

RAs must attend all training, meetings, events, and working groups and be present for office cover as required and arranged. If you are ill or unable to cover for any reason, you will be responsible for arranging cover with the other RAs. Where this is not possible, a minimum 48-hour notice must be given to the Student Accommodation Officer so alternative cover can be arranged. You are required to check your University emails and the live rota frequently. You must wear your RA uniform and name badge at all times whilst carrying out your duties. You are required to check your student email 1 hour before you begin your shift to account for any changes or business requirements.

Alcohol

Any RA on duty must not drink alcohol or be under the influence. During these times you may be called upon to deal with an emergency and the consumption of alcohol may affect your judgement.

Out with duty hours, social drinking is permissible, however an RA should not drink to a level which would impair their judgement or endanger the wellbeing of other students. Remember you will lead by example and should always demonstrate integrity.

Drugs

The taking, and possession, of illegal drugs as well as 'legal highs' is forbidden.

Commitment and Integrity

All RAs should be committed to their role. Your integrity should be unquestionable and should inspire the trust and respect of fellow RAs, students, visitors, Student Accommodation, and University staff.

Inappropriate Communication

RAs must not send any inappropriate communications of a lewd or threatening nature to fellow students, RA team members, or staff. You must not share any information or anything that breaches GDPR or questions professionalism, in any group chat, between peers, or out with Student Accommodation. Personal dealings and site-specific actions, including dealings with other residents, must remain confidential at all times. Individual issues, investigations, or other processes where data is protected by GDPR, raised with Accommodation Officer, must not be shared via chat platforms, or disclosed to other team members, or other persons other than those concerned.

Relationships

Team dynamic impacts performance and you are encouraged to aim and work in harmony with others. You will be part of a varied and diverse team and should aim to maintain good interpersonal relationships with fellow team members. Any relationship that may impact the integrity of the role must be disclosed during the application process, prior to commencing the RA duties or during the Scholarship.

Confidentiality

All RAs may be party to confidential information. This confidentiality should be respected at all times. If you require advice on dealing with information, contact the Student Accommodation Officer immediately.

Review of Scholarship and Performance Reviews

Whenever an RA's execution of their tasks is deemed to be unsatisfactory, they will be informed of this by the Student Accommodation Officer. The RA concerned will be assisted to improve their performance. A formal Scholarship Review process will take place where necessary.

Periodic 1-2-1 meetings with an Accommodation Officer/Reslife Coordinator will take place throughout the length your Scholarship Agreement, where your performance and development are discussed with you.

If a satisfactory performance cannot be achieved, the Student Accommodation Officer, under the authority of the Student Accommodation Manager, shall terminate the Scholarship Agreement. The student concerned will no longer be asked to fulfil the duties of an RA and will no longer receive the scholarship associated with the position.

Important Dates

All RAs must be able to commit to the following dates:

- **29 May 2024** – Induction session (Bainfield Common Room)
- **23 - 24 August 2025** – Move in date to accommodation
- **25 - 29 August 2025** – Training Week (9am-6pm)
- **1 - 3 September 2025** - Trimester 1 flat set-ups (9am-7pm)

- **4 - 6 September 2025** – Key Collection Sessions / Duties commence (rota TBC).
- **8 - 12 September 2025** – Welcome Week assistance (rota TBC)
- **5 - 8 January 2026** - Trimester 2 flat set-ups and general assistance
- **8 January 2026** - Tri 2 first shift
- **8 January 2026** - Tri 2 key collection (rota TBC)
- **12 – 31 January 2026** – Arrival events
- **4 – 6 June 2026** - End of lease work (9am-7pm)
- **7 June 2025** – RAs depart accommodation at 10am

Student Accommodation Staff reserves the right to suspend or terminate the RA contract if the above dates are not attended.

Holidays

Holidays are permitted where appropriate rota shifts have been covered, and Student Accommodation Officer has been notified in advance.

Christmas: Standard rota shall operate until 22 December 2025 and resume on 5 January 2026. No RA Service is required between these dates.

University Holidays (excl. the above) – RA Service shall run as normal.

*All dates may be subject to change/ flexibility required.