



JOB DESCRIPTION

Job Title:	Residents Association Scheme Assistant
Responsible to:	Residents Association Scheme Coordinator
Responsible for:	Student staff
Summary of Post:	To deliver a variety of events and activities for students living in University of Birmingham residences. To support the students to promote and deliver a timetable of events throughout the year.

DUTIES & RESPONSIBILITIES

1. To work with the Residents Association Scheme Coordinator and Student Groups Manager to contribute to the delivery of the Service Level Agreement between the Guild of Students and the University of Birmingham Hospitality and Accommodation Services with regards to Residents Association Scheme activities and events.
2. To support the development and planning of initiatives and events for the Residents Association Scheme
3. To deliver a timetable of activities and events for students living in University of Birmingham residences, with a focus on increased participation and engagement
4. To promote positive relationships between students and promote the service of the Residents Association Scheme
5. To provide information, and guidance to the Residents Association Scheme regarding organising events and activities, ensuring they are supported to make these inclusive, engaging and successful
6. To organise, and take responsibility for running training appropriate for student staff, ensuring that deadlines and outcomes are met.
7. To work within a budget, ensuring events and activities offer value for money and are organised in a financially transparent manner, in line with Guild financial procedures
8. To be involved in the collection of student residents feedback, as requested by the Residents Association Scheme Coordinator

9. To participate in developing productive working relationships with stakeholders within the Guild, the University, and the Halls of Residence
10. To support the Residents Association Scheme Coordinator in developing effective policies, processes, procedures and systems for Residence Associations
11. To ensure all administrative tasks relating to the service are carried out appropriately
12. To work evenings and weekends as appropriate to ensure effective engagement with Residents Association Scheme as determined by the Residents Association Scheme Coordinator or Student Groups Manager
13. To adhere to all relevant Guild policy with particular reference to staffing, health and safety, environmental, and any relevant Guild Policy where it may impact upon your role
14. To undertake appropriate training and personal development as required for the role
15. To participate as a member of Student Groups Department, Engagement Directorate and the wider Guild team
16. To portray a positive image of the Guild both internally and externally, and set high standards of personal integrity and professionalism, leading by personal example.
17. To support the work of the Student Groups Department, where necessary, in the event of sickness, holiday or other exceptional circumstances
18. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post

October 2017

Person Specification: Residents Association Scheme Assistant

	You should be able to demonstrate in your application	Essential	Desirable
	QUALIFICATIONS		
	Good general education to A level standard, including Maths and English at least to GCSE grade C or equivalent.	✓	
	KNOWLEDGE AND EXPERIENCE		
	Experience of managing and developing administrative systems.	✓	
	Experience of successfully delivering projects or events within budget	✓	
	Experience of collecting and collating monitoring information	✓	
	Experience of influencing a group of individuals to achieve an outcome	✓	
	Experience of delivering training	✓	
	Experience of supporting young people/students	✓	
	An understanding if issues facing Higher Education Students		✓
	SKILLS AND ABLITIES		
	Computer literacy (standard office software including spread sheets) and keyboard skills	✓	
	Ability to present information clearly and concisely in writing or verbally	✓	
	Ability to develop and maintain relationships with internal and external stakeholders	✓	
	Ability to communicate effectively with students or members both in one-to-ones and in groups	✓	
	Ability to support, motivate and empower people	✓	
	Strong organisational skills in order to be able to carry out a number of tasks in a busy environment	✓	
	Ability to take a constructive and co-operative approach to solving problems	✓	
	Ability to balance the needs of individuals and team/organisation	✓	
	PERSONAL QUALITIES		
	Understanding of and a commitment to Equality of Opportunity	✓	
	Team focused approach	✓	
	Self-motivated	✓	
	Flexible and adaptable	✓	
	Committed to continuously improving service delivery	✓	
	Customer focus	✓	
	Persistent and able to persuade others to meet your deadlines	✓	
	Attention to detail	✓	