



UCD Estate Services
Seirbhísí Eastáit UCD



Residential Assistant Role Description 2023/2024

UCD offers excellent on-campus accommodation to over 4,100 students and Residential Assistants (RAs) play a major role in defining student life in each residence, an essential element of the student experience at UCD.

The role of Residential Assistants (RAs) is a challenging but rewarding one. RAs live as part of the residence community and help develop that community by providing leadership and assisting in out-of-hours aspects of the UCD Residences. Residential Assistants are expected to be proactive, to take personal responsibility and to contribute as part of a team in which effective communication and reliability are essential. Residential Assistants and Team Leaders work alongside the Estate Services team and other support services in the University and will form part of that team to work together and create a positive residential community.

Drawing on your own experience as a student of what it was like to come to UCD for the first time, as a Residential Assistant you will welcome new students to get the most out of their experience at UCD. The enthusiasm and commitment of our Residential Assistants is an important factor in the success of residential life.

Key Aspects of the Role

Community Building

- Develop positive relationships with your team and the University's residents and help build a supportive, safe, inclusive and fun environment.
- Communicate and interact with residents to answer questions and to foster a sense of community responsibility, addressing issues arising appropriately.
- Help foster a culture of respect for each individual resident within the wide and diverse student community.
- Engage, promote and have a voice in initiatives designed to enhance the campus living experience e.g., Healthy UCD, Green Campus, UCD Dignity & Respect etc.
- Help students be aware of the expected standards of behaviour within the residences and to uphold the relevant rules and regulations.
- Serve as a role model for responsible behaviour and respond consistently and fairly to residents' behavioural concerns.
- Help educate residents in personal safety and respect for others and property.
- Attend regular team and individual meetings with their Team Leader and management.

Expected Attributes

- Residential Assistants must be fully registered undergraduate or graduate students (i.e. at least Stage 2 undergraduate) in good standing.

- Residential Assistants must be good communicators who can help new students feel included by encouraging them to ask questions and get involved in campus life.
- They must be able to fully commit to the role for the duration of the academic year (Autumn and Spring Trimester) and be able to balance the competing demands of being a student and a Residential Assistant.
- Residential Assistants should be able to use their own experience to initiate ideas and organise social activities. Having a good knowledge of UCD will be crucial and will form part of the training as part of the “Reslife” programme
- A proven track record of committed community based volunteerism such as participation in previous volunteer experience in UCD or elsewhere (e.g. Club or society activity or involvement in a charity.)

Operational

- Typically RAs perform most of their roles during evenings and weekends (on a rota basis) but there will be a limited requirement for RAs to engage in activities beyond these times.
- RAs will have an agreed amount of Reslife hours to complete. Some Reslife tasks such as day trips, large University events, admin support, involvement in a Reslife club etc will take place outside of rostered hrs. RAs and the Reslife management will agree to these commitments in advance during the training period.
- As part of a wider team, RAs play a role in supporting the operation of the Residences, including responding to incidents and student welfare concerns. They will receive specific training in this and be actively supported by designated managers in Estate Services in handling such matters.
- RAs are expected to perform within a large and diverse team (UCD Estate Services). You may for instance be asked to assist in related areas such as Contact Centre Support, Event Support and other tasks within the wider management of the Residences or Campus life..

Further Information

- Residential Assistants must be available from 23rd August 2023 to 20th May 2024¹. Schedules will be finalised during training, but an RA is typically on duty every fifth weekday evening and every fifth weekend.
- Full participation in training is mandatory. The two-week course will be delivered 9-5pm (Monday-Friday) commencing at 09:00 am on Wednesday 23rd August 2023.
- Residential Assistants are scheduled to work bank holidays and a reduced rota during the Christmas break. There is also a requirement to work a limited number of additional shifts in response to operational requirements on key dates during the academic year.
- Residential Assistants will be assigned a block of “Reslife hours” during training. Over the course of the year these hours should be used to create, curate, develop and run events as part of the Reslife programme.

How will you benefit?

- Assigned subsidised accommodation, to which RAs contribute €2,700 (two trimesters), not including a €740 refundable deposit.
- Acquire important transferable skills for future career goals.
- Gain an opportunity for rewarding personal and professional growth.
- Experience of taking a leadership role and participating in a diverse and dynamic organisation.

¹ Subject to final confirmation