

Student Resident Assistant 2025-26

We are one of the great British art schools: a specialist creative arts university that draws on 175 years of history, with our focus on the future and the role of creativity in addressing global challenges and opportunities.



For further information about Norwich University of the Arts and our community please visit norwichuni.ac.uk

We celebrate diversity and believe it to be at the core of any creative endeavour. Whatever your background, identity and prior experience, wherever you are from, we want you to bring your whole self to work each day, in an environment that recognises your unique contribution.

In choosing to work at Norwich University of the Arts, you will join a community of creative academics, technicians and professional experts who are committed to delivering exceptional Creative Arts Education, Research and Knowledge Exchange. You will work in a stimulating and critically engaged workplace, where the creativity of all our students will develop because of your commitment.

We are renowned for our teaching quality. We have been awarded Gold in the Teaching Excellence Framework (TEF) with the highest possible rating. We are the only creative arts and design university with a triple gold TEF rating.

We are in the Top 10 for Teaching Quality in the 2022 Sunday Times Good University Guide. We are the highest climber in the Complete University Guide 2023 – the highest-ranked specialist creative arts university outside London and were named University of the Year for Student Retention by the Sunday Times 2020 Good University Guide for the support we offer from pre-enrolment to post-graduation.

You will work in the heart of Norwich. We are proud of our award-winning campus, which has played a pivotal role in regenerating an exciting quarter of the city.

Our 21st century teaching spaces and workshops are housed in renovated buildings with Medieval, Victorian and Edwardian heritage. Norwich University of the Arts won the Outstanding Estates Strategy Award at the 2018 Times Higher Leadership and Management Awards.

In support of its new Strategy, the University has recently acquired a new building in the heart of Norwich. Bank Plain, a former bank, is an additional 37,000 sq. ft of space and an ambitious commitment to being a high profile, civic university championing the creative arts.

Ninety-four per cent of our graduates are in work or further study six months after graduation, and Norwich University of the Arts won a Guardian University Award for Employability and Entrepreneurship in 2019 for our innovative 'gamification' of careers advice. You will find our graduates in key positions across and beyond the creative sector and industries.

There are of course Oscar nominees and BAFTA winners, but also rising stars who are honoured across the creative industries: from D&AD Pencil winners, to emerging fine artists, photographers and fashion designers.

We understand that making career choices requires careful consideration. We hope that as you learn about us you will be inspired by our ambitions for the future.

*Professor Simon Ofield-Kerr, Vice-Chancellor,
Norwich University of the Arts*

Committed to

EQUALITY DIVERSITY

Norwich University of the Arts is committed to being an inclusive community that offers equality of opportunity and enables our staff and students to flourish and succeed, regardless of their background or personal circumstances.

Our commitment to equality, diversity and inclusion is embedded in everything that we do. We celebrate the diversity of our backgrounds, cultures and actions, promoting art and design as a catalyst of social change. As such, we are champions for the creative arts; empowering all of our students to be valued and productive members of society, with ambitions to change the world.

Situated in the historic city centre of Norwich, with an impressive estate that encompasses both historic buildings and brand-new state of the art facilities, the University is a vibrant community that forms the beating heart of the city and region's arts and cultural worlds.

Are you an existing Student of our University? Are you a resident in one of our Halls? Would you be keen to get involved in supporting the residents in your building? Then this role could be for you.

In each of our Halls, we are seeking Assistants who will be willing to work as a part of a team acting as our residents' first point of contact, out of hours. This is a supportive role, and you will be helping to ensure the safety and wellbeing of your peers. You'll also be a key member of the accommodation team in your building.

There will be an expectation to help with arrivals and departures, organise and run social and wellbeing events and undertake some out of hours administration to help with the smooth running of the residences.

Comfortable with taking responsibility, you will be confident in dealing with situations and knowing when to escalate to a higher level. An ability to remain impartial is needed, alongside being sensitive to the needs of students who all have different lifestyles, backgrounds and interests.

Ideally you will be a current resident in the Halls you will be working in for the academic year 2024/2025 and must be prepared to live in the Halls for the academic year 2025/2026.

You will be fully supported in your role by the University Student Support Team and will have the opportunity to participate in meetings with other Student Resident Assistants and University staff. Full training will be given, especially in the areas of Fire Regulations, Health & Safety, mental health and emergency first aid.

Please note that this is a live-in role, and the Student Resident Assistant will need to live in, and pay rent for, the building that you are working in, dependant on where the role is situated. Therefore, it is essential that you are a current student at Norwich University of the Arts. The University offers three Halls of Residence: Duke Street Riverside (central Norwich), Beechcroft (Sprowston) and Rochester Court (Earlham).



Student Resident Assistant

Several positions are available for the 2025 – 2026 academic year.

Various shifts are available between Monday to Friday 5pm – 10pm and 1pm – 10pm on a Saturday and Sunday. Your hours will be agreed in advance on a rota basis.

You may also be called out to any pastoral issues that happen in residence after 10pm on nights you are working.

This post is offered on a fixed-term basis until 31st July 2026, or the end of your tenancy agreement.

Salary:
£15.51 per hour
(inclusive of an allowance for holiday pay)

There is no formal closing date so please submit your application early and interviews will be set up on an ongoing basis.





Job Description

Student Resident Assistant

Reporting to: Accommodation Manager

Student Resident Assistant

Job Purpose

To act as the first point of contact and support in the evenings and weekends for Norwich University of the Arts students who reside at Duke Street Riverside, Beechcroft and Rochester Court Halls of Residence.



Duties and Responsibilities

As part of a team be a first point of contact for students during out of hours period (5pm to 10pm) and 1pm – 10pm at weekends, on a rota basis with the other Student Resident Assistants

Be on-call on a rota basis throughout the length of the tenancy agreement and abide by the requirements of this responsibility

Be required to cover for colleagues on a rota basis as required

Act as a link between students and staff from the University and signpost residents to wider support services

Report to Student Support staff regarding any wellbeing or mental health concerns about the residents in your building

Report on specific incidents to Student Support staff as requested

Give evidence about disciplinary issues witnessed as required

Advise students of the appropriate route to follow with any complaints or welfare issues

Be aware of the University's regulations, procedures and policies

Be aware of the legal requirements of the UUK Accommodation Code of Practice and help ensure the halls abide by these

Be aware of the Halls' policies and procedures

Attend meetings with other Student Resident Assistants and staff

Devise, plan and run social and wellbeing events for the residents in the building

Support any environmental and social sustainability programmes in the residences

Assist with the smooth running of the arrivals and departures process at the halls for residents

Take on some minor residences out of hours administration tasks (lock outs, room inspections, deliveries)

Receive training in Fire Regulations and Health and Safety aspects by University staff

Receive training in mental health, emergency first aid and mental health scenario escalation

Ensure appropriate aid is called in any resident medical emergency and accompany students to A+E if needed

Assist the Building Control Caretakers on any urgent student facing support issues that are required throughout the night

Arrange call outs for urgent or emergency building maintenance as required

This post will not be expected to provide specialist support such as counselling or security services in the residences

This is a live in role and the Student Resident Assistant will need to live in, and pay rent for, either Duke Street Riverside, Beechcroft or Rochester Court, dependant on where the role is situated.

Person Specification

Essential

- Work under own initiative
- Demonstrate good listening skills
- Demonstrate excellent organisation skills
- Able to demonstrate self-confidence
- The ability to demonstrate reliability and good timekeeping
- To communicate effectively and foster good relationships with students, staff and others as appropriate
- Able to express views strongly when necessary
- Ability to remain impartial
- Be sensitive to the needs of students who all have different lifestyles, backgrounds and interests
- Be a current student at Norwich University of the Arts. Please note this is a live in role and the role holder will be required to move into and live in either Duke Street Riverside, Beechcroft or Rochester Court, dependant on where the role is situated.

Desirable

- Experience of working in a supportive role
- Experience of living in Halls of Residence Environment
- Experience of arranging events for students or other groups
- Be a current or former resident in one of our Halls of Residence.



Further Information

Equality, Diversity and Inclusion

It is important that our University community supports our policy on equality, diversity and inclusion and that each of us reflects this in the way that we work.

Health and Safety

We are all responsible for helping to make the University a safe and healthy place to work and study, ensuring that we are compliant with our Health and Safety Policy.

Policies and Procedures

We should keep up to date with the University's policies and processes which are usually available on our intranet, reflecting these in the way that we work.

Staff Development

Our performance and development activities include appraisal and development reviews, participation in learning and development, and a personal responsibility to maintain our own subject knowledge.

Confidentiality

We must maintain appropriate confidentiality in relation to our work and that of the University.

Variation to Job Description

We may vary your duties and responsibilities outlined in the job description to reflect the changing needs of the University.



General Information

Terms and Conditions of Appointment

On appointment, you will receive a full statement of terms and conditions for your role.

Duties

Your duties and responsibilities are outlined in the job description

Starting Date

This post is offered to commence in September 2025 on a fixed term basis until the end of your tenancy agreement, or 31st July 2026, whichever date is sooner.

Hours of Work

The hours of work for these roles are 5pm – 10pm, Monday to Friday and 1pm to 10pm on a Saturday and Sunday, this would be on a rota basis. As an outline figure, subject to the rota being published on appointment this will total around 10-15 hours on an average week.

You may also be called out to any pastoral issues that happen in residence after 10pm on nights you are working.

Salary

The salary for this post is paid at a rate of £15.51 per hour (inclusive of an allowance for holiday pay)

Annual Leave

This is a term time only position on variable hours and you will receive an enhanced rate of pay to include holiday pay.

Pension

Employees have the benefit of joining the Local Government Pension Scheme, a defined benefit pension scheme which builds up a pension on a “Career Average” salary basis to which the University currently contributes an additional 25.3%.

As a member of the scheme, you would be provided with a secure future retirement income, independent of share prices and stock market fluctuations. There is also cover in the event of early retirement on the grounds of permanent ill-health, redundancy or business efficiency. Plus you have the option, on retirement, to exchange part of your pension for some tax-free cash.

From the moment you join, the benefits of the pension scheme also include life cover and family benefits for partners and children in the event of your death.

As a member of the Local Government Pension Scheme you have the security of these valuable benefits at a relatively low cost to you. You can find out more about the pension scheme by visiting the Norfolk Pension Fund website at <https://www.norfolkpensionfund.org>

DBS Applications

Individuals applying for this role will be required to complete an on-line DBS check and to provide the requested original documentation for checking and photocopying as part of the application process. All costs for a disclosure and barring check will be met by the University. Failure of the individual to provide information that is directly relevant to any DBS check could lead to the withdrawal of an offer of employment.

Interview Expenses

Reasonable travel and incidental expenses will be reimbursed when agreed in advance in line with the University's Candidate Interview Expenses Guidelines which are available on request.

Offers of Employment

All provisional offers of employment are subject to evidence of eligibility to work in the UK, verification of qualifications, satisfactory references and medical assessment process.

If you are unsure of your right to work in the UK you can use the Gov.uk visa checking tool to establish your eligibility and options relating to visas. Please be aware that all visa routes have their own eligibility criteria and not all roles/applicants will be eligible for sponsorship under the Skilled Worker visa route

Referees

References will not normally be taken up unless a provisional offer of employment is made. All offers of employment are subject to receipt of satisfactory references covering current or most recent employment and the past three years of work.



NORWICH
UNIVERSITY
OF THE ARTS

Amma Asante, Chancellor

Application and Recruitment Process

Job Description and Person Specification

Within this pack you will find the job description and person specification for the post for your consideration before you complete your application form.

The Job Description provides information about the main duties and responsibilities for the position. It also explains the purpose of the post.

The Person Specification sets out the experience, skills, abilities and characteristics to perform the duties in the job description.

We recognise that candidates may sometimes not meet all of our requirements. If you like what you've seen so far, we would still like to hear from you.

Application Form

We ask that applicants complete the application form in full and as clearly as possible.

You may, if you wish, submit a CV with your application form. However, we are unable to accept CVs without a fully completed application form.

The application form is the first stage in the recruitment and selection process and is a key element in being short-listed for an interview and the possible offer of a job.

Equal Opportunities Monitoring

As part of our commitment to equality, diversity and inclusion, we monitor the diversity of our workforce and applicants to help us review the effectiveness of our policies and procedures.

To help us with this, we ask that you complete the Equal Opportunities Monitoring section of the application form.

Submission of Application Form

Please submit both your completed application form and EDI form to jobs@norwichuni.ac.uk quoting reference A1119 in the subject line

Please note that we can only accept forms in either PDF or DOC format.

There is no formal closing date so please submit your application early and interviews will be set up on an ongoing basis.

Interview Arrangements

Interviews will normally be held on campus.

We will be in touch to let you know if you are shortlisted for interview.

Due to the high volume of applications we receive we are unable to provide you with feedback.

If you are shortlisted, we will ask you to provide us with evidence of your eligibility to work in the UK.



Adam Billings

We would like to take this opportunity to thank you for your interest in this position and wish you success with your application. If you have any queries regarding any aspect of the recruitment and selection process, please contact the Human Resources Team by emailing jobs@norwichuni.ac.uk



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