

Person Specification

Post Title: Residence Assistant/Senior Residence Assistant		Post No: N/A
Organisation Unit: Student Accommodation Services – Residence Life Team		
Attributes	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Knowledge of the Student Code of Behaviour • Knowledge of living in Student Accommodation 	<ul style="list-style-type: none"> • Knowledge of diversity regulations and procedures. • Familiarity with UPP and managed residence licence agreements. • Familiarity with the various student support arrangements provided by NTU and the NTSU.
Skills	<ul style="list-style-type: none"> • Good verbal and written communication skills in English. • Good listening and comprehension skills. • Proven ability to remain calm and retain control in potentially difficult situations. • Good interpersonal skills • Proven ability of working within a team • Proficient in all forms of Social Media use for the purpose of marketing events 	<ul style="list-style-type: none"> • Ability to show empathy and understanding when dealing with upset or concerned individuals.
Experience	<ul style="list-style-type: none"> • Previous experience working in a customer service environment be it part time, full time or voluntary. • Experience in organising events 	<ul style="list-style-type: none"> • Experience in leading a team • Have lived in a UPP or NTU Managed Residence.

Qualifications	<ul style="list-style-type: none"> • A fully enrolled student of NTU for the upcoming academic year* <p>* Please note that we are unable to accept applications from Tier 4 Visa students, due to working restrictions imposed by the UK Border Agency.</p>	<ul style="list-style-type: none"> • Have not faced disciplinary sanctions under NTU's Student Code of Behaviour.
-----------------------	--	--