

Role Title	Residential Experience Ambassador (RA's)		
School / Department	Residential Experience Team	Location	All Halls supported by the Residential Experience Team, across all UoN Campuses and Various PBSA Partners across Nottingham.
Hours	<p>An average of 8 hours a week spread across the duration of the role, when accounting for all possible optional and rota'd work. <i>(Actual weekly hours may vary)</i></p> <p>Shifts typically fall between 6pm – 10pm On a rota including weekends and bank holidays. Occasionally shifts will fall outside of these hours with advance notice.</p> <p>Additional optional shifts will be available outside of the above stated hours.</p> <p>There is no requirement to work outside of term time, however shifts in these periods may be available on a voluntary basis.</p> <p>Training will be compulsory, these dates will be confirmed upon receipt of role offer. Training is anticipated to be from the 8th - 11th of September 2025. Exact dates will be confirmed at a later date.</p> <p>Welcome and arrivals shifts are mandatory, these will be between the 19th – 21st of September.</p> <p><i>Hours spent working as a Residential Ambassador contribute to any total maximum working hours stipulated within student visas.</i></p>	Hourly Rate	The hourly rate for RAs in the 2025-26 academic year is National Living Wage.
Eligibility Criteria	<p>There is no requirement to live within Halls of Residence but you must have the ability to travel effectively to your place of work.</p> <p>These positions are open to all UoN students who will be enrolled in the 25/26 academic year.</p>		

Purpose of the Role

In the role of Residential Experience Ambassador (RA) you will contribute to the fulfilment of the Residential Experience (ResX) Team's objectives, relating to providing events and activities for students within The University of Nottingham's halls community.

You will achieve this through energetically hosting and delivering a program of events and activities which compliment students' academic studies, and provide them with the opportunity to connect with others, grow as individuals and thrive in living their best student experience.

In this role you will be responsible for engaging with students in halls, fostering a sense of belonging and community, through delivering and hosting a range of events and activities as part of the ResX events and activities programme. Further responsibilities include assisting with the logistics related to ResX events and activity resources, setting up and cleaning / clearing down spaces. Proactively engaging with students, answering student queries, signposting and escalating issues or incidents as appropriate, as well as contributing to the planning and creation of promotional material and media.

The Residential Experience Ambassador roles involves a requirement to work flexibly, including on occasion the need to work outside of normal rota patterns, for training, or pre-arranged events such as arrivals and welcome, meetings and as well as Open Days.

	<h3>Main responsibilities</h3> <p>(Primary accountabilities and responsibilities expected to fulfil the role)</p>
1	<p>Events, Activities and Community Building</p> <ul style="list-style-type: none">• Host and facilitate a broad range of events and activities.• Approach and engage with students to encourage their participation in events and activities.• Identify students who may face barriers in participating in events and activities, proactively providing supportive opportunities for them to be included.• Encourage and promote diversity, equality and inclusion through ResX events and activities.• Contribute to the ResX events and activities program with ideas, helping to organise, promote and deliver social events and activities to cover a diverse audience and range of interests.• Preparing and distributing resources, posters, and other marketing material.• Raising awareness of, or promoting key issues relating to the student's experience such as fire safety, consent, drug and alcohol awareness etc.• Represent ResX in University events such as open days, welcome week, student arrivals and inductions etc.• Update and maintain departmental records and databases.• Report back student feedback and evaluate activities.• Take photographs of events and activities

	<ul style="list-style-type: none"> • Set up and take down (clean up) events
2	<p>Other Duties and Expectations</p> <ul style="list-style-type: none"> • Actively listen to students' issues, making students feel heard and valued. • Adhering to the boundaries of the service and identify the most appropriate additional services for students' issues, signposting and escalating issues/incidents appropriately. • Promote following University policies such as the student Code of Conduct and behavior expectations. • Follow the departmental and University policies, expectations and guidelines at all times. • Behave in line with the university values at all times. • Show sensitivity to students who may need support or who are displaying signs of distress or frustration. • Be responsible, approachable, empathetic, and non-judgmental at all times. • Support every individual equally. • Work well with the wider ResX team to deliver a fantastic residential experience. • Other duties appropriate to the post holder • Offer advice regarding university life and studies

Person specification

	Essential	Desirable
Skills, Knowledge, and Experience	<ul style="list-style-type: none"> • Excellent people skills • Ability to engage with people from diverse backgrounds. • Ability to approach people you do not know. • High levels of enthusiasm and energy • Good interpersonal skills • Basic IT skills • Ability to work as a team. • Ability to abide by principles of confidentiality. • Capacity to show empathy, compassion, and patience. • Ability to remain impartial and nonjudgmental. 	<ul style="list-style-type: none"> • Customer service skills • Experience of remaining calm and retaining control in potentially difficult situations. • Experience of working within peer support systems or mentoring. • Experience working with SU societies, volunteer work. • Experience of living in student accommodation • Familiarity with student support arrangements provided at the UoN. Time management skills Problem solving skills.

	<ul style="list-style-type: none">• Proactive work ethic during quiet time be proactive.• Interested in personal and professional development.• Positive approach to organising and delivering activities.	
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