



The
University
Of
Sheffield.



Residence Life Mentor 2022-23

Working in Partnership with:



www.residencelife.co.uk

Residencelife@sheffield.ac.uk

Overview

Complementing the work of colleagues across Accommodation and Commercial Services (ACS) and UNICUS, Residence Life aims to offer the highest quality residential experience to students in University accommodation.

Residence Life strives to foster the development of safe and inclusive communities in University accommodation, where students do not merely live but also learn; where students acquire attributes, knowledge and skills necessary for their general development, and where they feel supported in leading successful and well-adjusted lives at University and achieving academic success.

We use a variety of methods to develop these communities, including: providing appropriate support whilst encouraging personal agility and resilience, promoting community standards through conduct meetings, and engaging students in a wide variety of development opportunities, events and activities.

To this aim, Residence Life works in close collaboration and/or partnership with other relevant University departments, most notably Student Support Services, Sport Sheffield, the Students' Union, and relevant external providers such as private accommodation partners.

Integral to our service, Residence Life Mentors (RLMs) are experienced students living in the Residences who offer peer support to other students during their time in University accommodation. RLMs can help with emotional issues, academic worries, disagreements among flatmates, or are simply available when students just need to talk to someone. If the Residence Life Mentors cannot help directly or do not have the answer to any queries, they will signpost students to the relevant service or source of information.

Duties & Responsibilities

- Provide front-line support to students residing in University accommodation, within designated areas as required and/or necessary.
- Visit mentees in their accommodation on a frequent and systematic basis, to ensure the general wellbeing of the residents, to facilitate community, and to maintain effective communications in relation to services provided. Report concerns and student feedback through appropriate use of IT systems and to the line manager.
- Provide basic support to residents experiencing difficulties, refer matters to the line manager, and/or signpost to other services within the University as appropriate.
- Operate a drop-in service for students residing in designated areas at a published time each week.
- Provide an initial response to complaints relating to noise or other anti-social behaviour within designated areas and refer matters as appropriate to the line manager and/or Security.
- Respond to routine enquiries regarding the services and facilities available within the Residences and elsewhere in the University, acting at all times in a professional and courteous manner while representing the Department.
- Assist residents in their understanding of community living by organising informal meetings as required

and by facilitating relevant discussion among the student residents, including Community Living Agreements and other conversations in support of University educational campaigns such as Sexual Consent and Race Equality.

- Assess the general atmosphere in the student residential community and provide an initial response to any issues encountered while on duty.
- Record contacts with residents and take notes of actions taken. Log all interactions on the relevant IT systems, ensuring compliance with the Data Protection Act and RLM Data Security & Confidentiality guidelines.
- Assist with evacuation drills at the beginning of the residence contract, generally during October and February and in the early hours of the morning.
- Promote a sense of community and actively encourage integration amongst residents by planning, organising, advertising and encouraging attendance at events and activities.
- Ensure notice boards are kept up to date and that they display appropriate information.
- Participate in the Welcome Programme for new students. Ensure residents are aware of all Induction events and help to promote attendance. Organise and deliver orientation activities for newly arrived residents.
- Meet and greet new students on arrival to University accommodation, for example during Intro Weekend and Intro Week, and when subsequent room vacancies are filled.
- Attend weekly meetings to communicate with members of the wider Residence Life team and to assist with the delivery of the Residence Life service.
- Assist with Open Days at different times throughout the year, generally during the day, including some weekends.
- Prioritise own workload and manage work times in conjunction with the line manager (part of the workload is reactive, particularly for events that happen outside duty hours and in emergencies).
- Attend the two weeks of compulsory induction at the start of the appointment in September and supplementary training throughout the year, and complete online pre-arrival information Induction.
- Provide support and engagement opportunities to under 18s living in University owned, managed or leased accommodation.
- Any other duties commensurate with the role.

Person Specification

Applicants should provide evidence in their applications that they meet the following criteria, providing clear examples of your knowledge, skills and experience for each of the criteria listed. We use a range of selection methods to measure candidates' abilities in these areas including reviewing your application and seeking references. Shortlisted candidates will be invited to the interview process.

Recruitment to become a Residence Life Mentor involves 3 stages where progression to the next stage will be dependent on you successfully demonstrating you meet the required criteria for each stage, which will be measured as identified below:

AF = Application form
 GA = Group Assessment
 II = Individual interview

	Criteria	Essential	Desirable	Assessment method
Qualifications and Experience				
1.	Knowledge and experience of a university academic and social environment.	X		AF, GA, II
2.	Knowledge and experience of a university accommodation environment.	X		AF
3.	IT skills, particularly email and Microsoft Word.	X		AF
4.	An understanding of the importance of diversity and inclusion.	X		AF, GA, II
5.	The ability to speak additional languages.		X	AF
Communication & Team Working skills				
6.	Demonstrable communication skills (verbal, non-verbal, and via written correspondence).	X		AF, GA, II
7.	Excellent listening and interpersonal skills.	X		AF, GA
8.	Excellent team working skills.	X		AF, GA
9.	Understanding of and ability to use social media to raise awareness of activities and events in the residences	X		AF, GA, II
Personal Effectiveness				
10.	Excellent time management skills.	X		AF, GA, II
11.	Flexible approach to work, in order to ensure appropriate and timely responses to issues as they arise.	X		AF, GA, II
12.	A genuine commitment and enthusiasm to providing excellent customer service.	X		AF, GA, II
13.	Ability to plan and organise work and and to solve problems.	X		AF, GA
14.	Confidence and initiative to control a variety of situations, including exercising a balanced approach to dealing with challenging circumstances.	X		AF, GA

15.	Ability to organise and facilitate student meetings and discussion.	X		AF, GA, II
16.	Genuine commitment to community building, including the ability to organise student events and activities.	X		AF, GA, II

Further Information

If you are unsure if you will be returning to study at The University of Sheffield because you are awaiting your course results, you are encouraged to apply to the position as a Residence Life Mentor now. You can withdraw your application at a later date, should you need to do so.

All term-time roles will be subject to a Fixed-Term contract, from 5th September 2022 to 11th June 2023 (to include Intro Week, Induction and a period of paid leave).

A number of extended contract roles are available, contract dates 5th September 2022 to 27th August 2023 (to include Intro Week, Induction and a period of paid leave). The expectation is that Mentors appointed on these extended contracts will be required to work during the Christmas, Easter and Summer vacation periods. Annual leave will only be authorised during these periods under highly exceptional circumstances.

Appointees must be fully registered students for the full term of the contract, and aged 18 or over.

The first two weeks of the role (5th – 17th September 2022) will require Residence Life Mentors to undertake c. 20 hours of compulsory induction per week.

Residence Life Mentors will then be required to participate in the compulsory Welcome Programme for new students and thus work up to 20 hours during Arrivals and Intro Week (18th– 25th September 2022).

Regular working hours subsequently will be 9 hours per week during term time, scheduled generally over two 4-hour evening shifts (6:00 to 10:00 pm) and one Team Meeting and/or Development & Review session per week, including some weekends.

Residence Life Mentor pay is reviewed on an annual basis. The basic hourly pay for the current academic year 2021-22 is £10.00 per hour. Payment for additional hours and pro rata annual leave will be at the same basic rate.

In addition, Residence Life Mentors will be paid a £1,500 Live-in Allowance per year pro rata, paid alongside monthly salary payments. Both the salary and the Live-in Allowance will be subject to Tax and National Insurance deductions at your usual rate.

Residence Life Mentors cover all residences within City, Ranmoor and Endcliffe, and all categories of students (including Families with children, Postgraduates and Under 18s). Applicants can be assigned to work in any of these areas and with any category of student, according to business needs.

Residence Life Mentors will be required to reside in RLM-designated University accommodation subject to a separate Residence contract. For Ranmoor/Endcliffe, the designated properties are shared houses in Endcliffe. En-suite accommodation will be available in City. Please note we are not able to guarantee single gender accommodation.

Information regarding accommodation available can be found on the TUoS Accommodation pages at <http://36odegreevirtualtours.group.shef.ac.uk/rent>.

Specified locations only :

Some Residence Life Mentors are expected to work with the Sheffield International College to support students who may be both international and under the age of 18. In these cases, further training may need to be undertaken. Residence Life Mentor appointments in these areas will also be subject to DBS checks.

Selection – Next Step

We strongly encourage all who are interested in the Residence Life Mentor role to attend and participate in Recruitment Information Sessions organised by Residence Life. Following submission of an application, candidates will be contacted by email to confirm whether or not they have been shortlisted to participate in the next stage of the selection process.

The selection process includes the Application Form and Group and Individual Interview assessments. Interviews will take place in person and/or online using Google Hangouts (using your University MUSE account). For online interviews, candidates will be required to arrange access to Google Hangouts. (Please note that a laptop or desktop computer is required for participation in a Google Hangout Interview. A mobile device is not suitable.)

Full details will be provided to candidates invited to interview.

To apply

Please complete the [application form](#).

APPENDIX

Frequently asked questions

What are the duties of a Residence Life Mentor?

Please see Job Description.

The role can be very rewarding and even fun, but it is also hard work and a commitment not to be taken lightly.

How has the role been impacted by COVID-19?

As per the job description, we expect Mentors to undertake any other duties commensurate with the role. This year, Mentors have continued with their work but adjustments have been made throughout the year in order to enable Mentors to perform the role. For example, Mentors have carried out some duties whilst working from home. Please note, that in this instance, working from home means working from their university accommodation: Mentors have still been required to remain on site as some duties cannot be completed from home, e.g. urgent welfare visits and Tour. Risk assessments are in place and Mentors have been provided with masks and sanitiser.

What wage or other benefits will I receive?

The basic pay for the current academic year 2021-22 is £10.00 per hour. Please note that pay rates are reviewed on an annual basis. Payment for additional hours and pro rata annual leave will be at the same basic rate. Residence Life Mentors will also be paid a £1,500 Live-in Allowance per year pro rata, paid alongside monthly salary payments. Both the salary and the Live-in Allowance will be subject to Tax and National Insurance deductions at your usual rate.

How will I be paid?

Residence Life Mentors will be paid by transfer on the last working day of each calendar month directly into a bank or building society account.

RLMs will be paid in arrears for the hours they have worked. The pay period runs from mid-month to mid-month. For example, in September a Mentor would only be paid for hours worked from the first day of their Residence Life Mentor contract to the middle of the month. In October a Mentor would receive pay for hours worked for the remainder of September until the middle of October, and so on.

Both the Salary and the Live-in Allowance will be subject to Tax and National Insurance deductions at your usual rate.

RLMs will be required to complete weekly timesheets.

What holiday will I be entitled to?

Annual leave is calculated on a pro rata basis. It is expected that this will be scheduled generally during the Christmas and Easter vacation periods.

Extended contract Mentors will be expected to work some hours during the Christmas, Easter and Summer vacation periods.

What commitment is involved?

The Residence Life Mentor contracts are fixed term. The basic contract is fixed term from September to June, to include academic term time, Intro Week, two weeks compulsory Induction at the beginning of September (c. 20 hours per week), compulsory shifts for Arrivals and Intro Week (up to 20 hrs) and a period

of paid leave, scheduled during vacation periods.

Extended contracts are fixed term from September to August, to include academic term time, Intro Week, two weeks compulsory induction at the beginning of September (c. 20 hours per week), compulsory shifts for arrivals and Intro Week (up to 20 hours), work during academic holidays and a period of paid leave, scheduled in advance with the agreement of your line manager.

After that the commitment is 9 hours per week during term time, scheduled generally over two 4-hour evening shifts (6:00 to 10:00 pm) and one Team Meeting and/or Development & Review session per week, including some weekends.

I have other commitments which may affect the compulsory Induction, Arrivals Weekend or Intro Week duties. How do I go about getting the time off?

All of these duties are COMPULSORY.

Time off from Induction or Intro Week activities is only granted in exceptional circumstances and any absence will have to be made up by arrangement with your line manager and in your own time. It is not possible to deliver the full Induction to individuals at a separate time. Residence Life reserve the right to withdraw the offer of employment if you are unable to attend this period for any reason. A schedule of commitments during Induction will only be available closer to the induction period. Please note that you are expected to be available for the entire period (Monday to Friday 9am to 5pm).

Can I still take on other jobs if I am successful in obtaining a role as Residence Life Mentor?

You can, although it is not advisable. The University recommends that students only work 16 hours per week – the RLM commitment is 9 hours per week. Furthermore, International students may have a restriction on their visas that only allows them to work 20 hours per week during term time. For further information please visit <http://www.sheffield.ac.uk/ssid/international/immigration/work>

I am still waiting for my course results so am unsure if I will be returning next year?

You are encouraged to apply, and you can withdraw your application at a later point should you need to do so.

My Visa/Bio Residence Permit expires part-way through the academic year, what should I do?

Provided you intend to apply for a further visa and will be continuing your studies, there is no bar to you applying and taking up the role of Residence Life Mentor. Residence Life will need to see your new Visa/BRP as soon as you have it.

My course finishes in September or part way through the academic year and I will not be continuing with my studies. Can I still apply for the role of Residence Life Mentor?

No. The positions are only open to fully registered students – once you finish your studies you no longer have student status.

What does the recruitment process consist of?

All candidates must submit an application and, if selected, must attend a group interview assessment with other prospective candidates (consisting of various group exercises), followed by an individual interview.

I am abroad or working outside of Sheffield, do I have to make arrangements to travel back to Sheffield for interviews?

If this applies to you please contact residencelife@sheffield.ac.uk. It may be possible to offer a Google Meet interview.

I have had my photograph taken in Mentor uniform. What will the photo be used for?

We use the photographs for the team posters, which are displayed on noticeboards throughout the accommodation. If you are not successful in your application the photographs are deleted.

Once an offer of appointment is made, each RLM is asked permission to use their photograph on other publicity material for ACS and/or Residence Life. If permission is denied, the photographs will only be used on the Team Posters. The Residence Life department will be aware of those candidates who have withheld permission and their images will not be used elsewhere.

I want to live with my friends in private accommodation; can I do that as an RLM?

No; the role requires you to live in your choice of Residence Life Mentor-designated University accommodation. You will be housed with other Residence Life Mentors in specific communities within University accommodation.

I live in TUoS Families accommodation; do I have to transfer to other accommodation for the Residence Life Mentor role?

No, you will be able to stay in your Family-specific accommodation.

I want to apply now for accommodation but I won't know until later on whether I have been appointed to an RLM role. What should I do?

You are free to apply for University accommodation now, since discounts may be time-limited.

<https://www.sheffield.ac.uk/accommodation/current-students/returners>

If you are offered a position as Residence Life Mentor we will make the appropriate arrangements to offer a contract or alternatively transfer an existing Residence Contract to Mentor accommodation, maintaining any discounts already awarded where they still apply. Details of Mentor accommodation available will be given upon offering you a position as Mentor. The Accommodation Office will contact you about the transfer of any deposit monies across to your new Contract.

What will happen if I am unsuccessful in my application and I don't want to live in University accommodation if I don't get the job?

If you are unsuccessful in your application to become an RLM and change your mind about living in University accommodation, the University would release you from your commitment to Accommodation, before signing a Residence Contract.

I have a private tenancy agreement; what can I do?

Contracts with private landlords are often not as flexible as University Accommodation when it comes to releasing tenants in order to fulfil the Residence Life Mentor role. If you are unsure about the details of an existing Contract we suggest you seek advice from Smart Move Sheffield

<https://www.sheffield.ac.uk/ssid/contacts/smart-move> before agreeing to a further Contract.

I can't afford to pay my accommodation up front; what can I do?

To discuss payment schedules please contact or ACS Finance acsfinance@sheffield.ac.uk. General advice may be obtained from the Income Office studentcustomers@sheffield.ac.uk.

I only want to be an RLM in a certain area; is that possible?

By applying for the role you are indicating your willingness to work in any of the areas, Ranmoor, Endcliffe, or City. You will be assigned according to business need.

Should you have a medical or other urgent need to be assigned to a specific area, you will need to give full details on the acceptance form once an offer of employment is made. These reasons will be considered in full but Residence Life are unable to guarantee that requests will be met.

I see that some locations involve working with Under 18s, Families or Postgraduates; what does that entail?

By applying for the Mentor role you are indicating your willingness to work with all categories of student. Additional training may be provided to ensure you have the skills and knowledge necessary to deal with

these categories of student. A Disclosure & Barring Service Check will be required for Mentors dealing regularly with Under 18s. Full details will be given on appointment. Please note any preferences at application stage. Wherever possible we will assign PG RLMs to PG students.

What is the Reserve List and how does it work?

Every year we need to recruit more people than we have vacancies, and we therefore operate a Reserve List for that purpose. If you are offered a place on the Reserve List it means that we think you would be a good fit for the RLM role, but we don't have enough places. However, if a vacancy arises in the meantime (through people withdrawing due to personal circumstances, such as changing courses or Universities, etc), we use the Reserve List to fill those vacancies without asking candidates to go through the recruitment process again. If you are offered, and accept, a place on the Reserve List, we will hold your application until such time as another candidate drops out, when you may be offered the vacant role.

I have been offered a place on the Reserve List; what commitment does that involve?

If one of the appointed RLMs withdraws or resigns, the next person on the Reserve List will be offered the vacant role.

- a. If a vacancy arises before the start of the Contract period (which commences with the compulsory two-week Induction Programme, usually held in September), the person on the Reserve List will be required to attend the Induction Programme and move into Residence Life Mentor-designated University accommodation (of varying price/standard). The Reserve List candidate will be sent a formal employment Contract for the year. The Accommodation Office will liaise separately in respect of the Residence Contract.
- b. Should no vacancy arise before the start of the Contract period, candidates on the Reserve List who wish to remain on the List (for vacancies arising after this point) are required to attend the two-week Induction Programme; payment for which will be made according to the Induction hours attended. Temporary accommodation during this period may be available if needed; please contact the Accommodation Office for enquiries.

I have applied for the role of Residence Life Mentor but now wish to withdraw; what do I do?

Please contact us at residencelife@sheffield.ac.uk

Further information:

For more information related to student finance and student employment (which is dependent on individual circumstances), please see TUoS web pages, at:

<https://www.sheffield.ac.uk/undergraduate/finance/help/government>

<https://www.sheffield.ac.uk/careers/jobs/jobshop>

How do I apply?

Please complete the [application form](#).

Any other questions?

Please contact us at residencelife@sheffield.ac.uk