

## Residential Experience Ambassador (RA's) – 2026-2027

Role Title	Residential Experience Ambassador (RA's)	Location	All Halls owned by University of Nottingham Various PBSA Partners across Nottingham
School / Department	Residential Experience	Hours	<p>Resident Ambassadors are required to work a <b>minimum of two shifts per week.</b></p> <p><b>Monday to Sunday</b>, as part of the ResX programme.</p> <p>These shifts may include coverage for the following, <b>with shift timings varying depending on the event or activity:</b></p> <ol style="list-style-type: none"> <li><b>1. ResX Events Programme</b> – events delivered across halls of residence and ResX sites</li> <li><b>2. University of Nottingham Open Days</b> – across University Park campuses and our third-party providers</li> <li><b>3. Student Experience Days</b> – across all our campuses and third-party sites</li> <li><b>4. Offer Holder Days</b> – across all our campuses and third-party sites</li> <li><b>5. Partner Events</b> – across all our campuses and third-party sites</li> <li><b>6. Live Like a Local</b> shifts – across Nottinghamshire</li> <li><b>7. Super Sunday Programme</b> shifts – across all our campuses and third-party sites</li> <li><b>8. Mandatory Training Days</b> (online and face to</li> </ol>

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			<p>face – dates to be confirmed)  <b>9. Welcome and Arrivals  18<sup>th</sup> September 2026 –  4<sup>th</sup> October 2026. Shifts  will be on a rota  provided prior</b></p> <p>As part of your role with ResX, you will be expected to undertake these shifts and will be scheduled accordingly as part of the rota.</p>
<b>Hourly Rate</b>	£13.30		
<b>Eligibility</b>	Open to University of Nottingham students enrolled in the 26/27 academic year (UG 2nd year+ or PG). Must be able to travel effectively to place of work.		

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## Purpose of Role

In the role of **Residential Experience Ambassador (RA)**, you will contribute to the fulfilment of the Residential Experience (ResX) Team's objectives by delivering events and activities that enhance the student experience within halls. Offering peer to peer support for low level wellness and settling in interventions to build a strong connection with the hall community.

You will achieve this by energetically hosting and delivering a programme of events and activities which complement students' academic studies and provide opportunities for connection, personal growth, and community building.

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## Main Responsibilities

### Events, Activities and Community Building

- Host and facilitate a broad range of events and activities

- Proactively approach and engage students to encourage participation
- Identify students who may face barriers to participation and support inclusion
- Encourage and promote equality, diversity and inclusion
- Contribute ideas to the ResX events and activities programme
- Prepare and distribute resources, posters and marketing materials
- Promote key student experience themes (e.g. fire safety, consent, wellbeing)
- Represent ResX at University events including Welcome, Arrivals and Open Days
- Record accurate attendance numbers and submit reports
- Maintain departmental records and databases
- Gather and report student feedback
- Take photographs at events and activities
- Set up and tidy event spaces (including cleaning and clearing away)
- Provide peer to peer support by holding conversations with residents, supporting those that are not engaging and responding to feedback from other students.
- Host sessions with residents and support transition
- Door knocks to engage residents in professional manor of peer support
- Reassure adequate reporting on interactions is logged on university systems to inform ResX staff and monitoring purposes

### Other Duties and Expectations

- Actively listen to students and make them feel heard and valued
- Recognise service boundaries and signpost/escalate issues appropriately
- Promote University policies including the Student Code of Conduct
- Follow departmental and University policies at all times
- Behave in line with University values
- Show empathy, sensitivity and professionalism
- Remain approachable and non-judgemental
- Work collaboratively with the wider ResX team
- Offer advice regarding university life and studies
- Undertake other duties appropriate to the role

### Person Specification

Essential	Desirable
Excellent people and communication skills	Experience remaining calm in challenging situations
Ability to engage with diverse student groups	Peer support or mentoring experience
High enthusiasm and energy	Experience with SU societies or volunteering
Good written and interpersonal skills	Experience living in student accommodation

<b>Essential</b>	<b>Desirable</b>
Ability to work as part of a team	Familiarity with UoN student support services
Respect for confidentiality	Strong time management skills
Basic IT skills	Problem-solving skills
Empathy, patience and professionalism	

### **Other Conditions**

- Attendance at all mandatory training sessions and Welcome & Arrivals activities is required.
- Successful candidates must complete Job Zone registration, Right-to-Work checks, and Unicore onboarding before starting work.
- The University of Nottingham is an equal opportunities employer.