

RESIDENTIAL LIFE ADVISER

Student Journey & Support Service

Student & Academic Services

SC4838

CANDIDATE BROCHURE



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WHAT MAKES UEA SO SPECIAL?

The University of East Anglia is a publicly funded major UK research and teaching university. It was built to embody a radical new vision for higher education, where interdisciplinarity is crucial and excellence in both research and teaching is valued. UEA consistently ranks within the top quarter of universities in the UK for the quality of research and teaching.

As a major regional employer and cultural centre, we take our regional civic responsibilities very seriously and have kept our sights on the people and place we call home. In fact, we launched our University Civic Charter in October 2023; created from in-depth community engagement, renewing our commitment to the region as part of our 60th anniversary.

There are many things which make UEA special, not least of which is the community of staff and students that work and study here. UEA includes three Nobel prize winners, including Sir Paul Nurse and Sir Michael Houghton, and many fellows of the Royal Society and British Academy amongst our alumni and current staff.

Our campus is home to Sir Denys Lasdun's iconic brutalist architecture set in hundreds of acres of beautiful country park that includes a large broad (lake). In the spirit of Lasdun's ambition to inspire an anatomy of ideas, today, UEA is tackling some of the key challenges of the changing world. UEA's research combines disciplines and breaks new boundaries across its priority

research themes of climate, creative and health.

UEA is the place where global warming was first documented. Since the 1970s, UEA's Climatic Research Unit, and more recently Tyndall Centre for Climate Change (Headquarters hosted at UEA), have played a pivotal role in developing temperature records and climate models, contributing to the understanding of climate change, and informing global policy. Many UEA scientists have played significant roles in the Intergovernmental Panel for Climate Change (IPCC), which was jointly awarded the 2007 Nobel Peace Prize for its efforts to increase public knowledge of anthropogenic climate change. Environmental Science and Global Studies at UEA continue to be a major powerhouse for research and teaching.

UEA is widely regarded as a pioneer in creative writing, having established the UK's first Creative Writing Masters programme in 1970. This renowned programme has since attracted and produced numerous successful writers, including Booker Prize winners such as Ian McEwan and Anne Enright, and Nobel Prize Winner Kazuo Ishiguro. In recent years, UEA academics have played a pivotal role in the discovery and presentation of the Gloucester Royal shipwreck (Norfolk's Mary Rose). Our iconic Sainsbury Centre for Visual Arts is a major museum and arts research facility.



Health research at UEA not only embraces the Faculty of Medicine and Health but draws in research from both social and natural sciences. Research under this theme has made major contributions in the fields of healthy ageing, epidemiology and involving citizens (via our innovative Citizens' Academy) in improving health care outcomes. This theme benefits from close association with the other major research institutes on the Norwich Research Park; notably the Norfolk and Norwich University Hospital and the Quadram Institute. The Norwich Cancer Research Network, and Norfolk Institute for Healthy Ageing, are examples of key mechanisms for delivery of real impact from health research at UEA.

UEA has been a major success over the last 60 years and looks forward with confidence to the next 60 years.

For an informal discussion about the post please contact Alun Minifey, Head of Student Life via alun.minifey@uea.ac.uk.

UEA is part of the Norwich Research Park

Norwich Research Park (NRP) membership locates UEA in one of the largest concentrations of research institutes in the whole of Europe – four independent internationally-renowned research institutes: John Innes Centre, Quadram Institute, Earlham Institute and The Sainsbury Laboratory; with the University of East Anglia and Norfolk and Norwich University Hospitals NHS Foundation Trust, supported and funded by The John Innes Foundation, The Gatsby Foundation, and UKRI Biotechnology and Biological Sciences Research Council.

The NRP provides an ideal environment for collaborative use of infrastructure and facilities, with a single portal for academics and businesses to access the specialist facilities across the Park.

The Enterprise Centre is a regional business, knowledge and innovation hub, with workspace provision and supports over 80 businesses working alongside UEA staff and students in a dynamic and vibrant entrepreneurial community. On the wider NRP, there are dedicated laboratory and office spaces in the Innovation Centre and Centrum hosting over 600 staff within a total of 115 businesses and spinouts.



THE ROLE

The post holder will work within the Student Journey & Support Service (SJS), to enhance the student residential experience by ensuring continuous provision of support and promotion of harmonious living environment.

Working an out of hours shift pattern, you will work proactively and reactively with students on all matters. Supporting them to transition to University life, providing advice and guidance and signposting or escalating matters to specialist services. You will be the primary student support provision overnight, on weekends and during the holiday periods.

You will be on call for the duration of your shift both directly from students and other services at UEA. Work will include, attending emergency and crisis situations and delivering support and coordinating a response. Facilitating conflict resolution and mediation and supporting students when in vulnerable situations.

As one of the 5 Residential Life Advisers (RLAs), you will cross over shifts with others and deliver a Residential Life Activities Programme, this includes, skill sessions such as cooking, activities to encourage friendships and importantly activities during the holiday periods for those staying on campus.

You will also supervise a group of Student Services Residents, that support the work of the Residential Life Team.

KEY RESPONSIBILITIES

SUPPORTING STUDENTS & INCIDENT MANAGEMENT

- Respond quickly to all support requests and emergency situations across all UEA residences and campus, ensuring appropriate support and escalation as needed.
- Coordinating the pastoral response to emergency situations on campus and arranging relevant support measures in line with SJS processes and escalating where appropriate.
- To undertake welfare checks in relation to students living on campus where concerns have been raised.
- To support other SJS teams in gaining engagement from with students with disabilities and additional needs.
- Triage and action all relevant requests always sent to the Student Life Inbox out of hours and Residential Life inbox.
- To signpost students to relevant internal and external support services.
- Provide support guidance and support to colleagues in SJS, Security and Accommodation teams fostering strong collaboration.
- Work in collaboration with SJS colleagues to support students out of hours, particularly in relation to students presenting high risk behaviours.
- Facilitate conflict resolution and mediation to support students in managing relationships with flatmates and peers.
- To be a point of contact and support for students disclosing and/or reporting incidents of sexual harassment, sexual misconduct, bullying, harassment, discrimination and hate crimes.

THE ROLE (CONTINUED)

- To follow processes outlined by SJS in relation to responding to disclosures and, where relevant, refer cases to the University Disciplinary Process.
- Provide briefings to SJS leadership on all major incidents, maintain accurate records and store in relevant system.
- To link with the out of hours teams, such security and SU venues Team to ensure a robust nighttime support provision.

STUDENTS IN RESIDENCES AND STUDENT SERVICES RESIDENTS (SSRS)

- Work in collaboration with the University Accommodation Services and UEA residences in INTO to maintain residence harmony with proactive and reactive interventions.
- Support the Accommodation office in preventing and reducing Accommodation license breaches.
- To support the provision of student wellbeing and good physical health in halls of residence.
- Support and assist the Accommodation Service to keep students safe in halls e.g. fire evacuations and drills.
- Deliver, alongside team members, the recruitment, training and development of processes for the SSRs.
- Supervise all SSRs ensuring they are following process and procedures outlined to them in training and the SSR handbook.
- Allocate work to the SSRs and ensure completion of work and record of action is stored within the CMS.
- Contribute to the Start of Year programme, ensuring student arrivals

are supported to access their halls of residence during arrivals.

- To organise and deliver talks, training and resources for students to live harmoniously in residences.

STUDENT COMMUNITY

- Deliver, alongside team members, the Residential Life Activities Programme, with specific activities to improve student wellbeing, increase sense of belonging and development of practical life skills.
- To support students to find activities and spaces to increase their sense of belonging through proactive initiatives.
- Ensure a provision is in place for students to connect during the holiday periods.
- To support and develop the SJS activity centred around the safe consumption of drugs and alcohol, coordinating with other teams across the service and UEA as needed.

OTHER

- Ensure effective communication between shifts for a seamless transition between RLAs and to office hours staff.
- To represent the SJS service at events, such as Open Days and Arrivals, some of which take place outside of the usual working hours.
- To log all interactions with students on the CMS system in line with SJS data recording processes.
- To undertake any other duties commensurate with the grade of the post as assigned by the Manager.

THE ROLE (CONTINUED)

EQUALITY, DIVERSITY, HEALTH AND SAFETY AND STRATEGY

- To support and undertake the work in the Student Academic Services Strategies, Student Education and Experience Strategy.
- Work in line with University values.
- Maintain a strong and demonstratable commitment to the principles and practice of equality and diversity and a commitment to inclusion in Higher Education.
- Cooperate with UEA in ensuring, as far as is necessary, that Statutory Requirements, Codes of Practice, University Policies and Health and Safety arrangements are complied with.

SPECIAL CONDITIONS

- A flexible approach to working patterns, to manage fluctuating demand.
- Enhanced DBS including a check of the Child Barred List.

This is not intended as an exhaustive list of duties or a restrictive definition of the post but rather should be read as a guide to the main priorities and typical areas of activity of the post holder. These activities are subject to amendment over time as priorities and requirements evolve and as such it may be amended at any time by the line manager following discussion with the post holder.

THE PERSON

EDUCATION, EXPERIENCE AND ACHIEVEMENTS

- Two A levels at Grades A-C **OR** equivalent qualification **OR** equivalent recent experience of working in a comparable role (E)
- Recent experience of providing advice, guidance or support to adults or young adults which may be in a welfare, educational, administrative or other equivalent and transferable setting (E)
- Recent experience of understanding, interpreting, conveying and applying policies, regulations, guidelines or legislation which may be in a welfare, educational, administrative or other equivalent and transferable setting (E)
- Experience of dealing with distressed or upset people (E)
- Experience of supporting young people in an emergency (E)
- Degree level qualification or equivalent (D)
- Experience of providing structured advice on issues facing University students (D)
- Experience of receiving disclosures of sexual and/or domestic abuse (D)
- Experience of working with individuals

experience mental health challenges and/or other disabilities (D)

SKILLS AND KNOWLEDGE

- Experienced user of Microsoft Outlook, Word, Excel, Forms and PowerPoint (E)
- Excellent oral, written and interpersonal skills with ability to deal face-to-face, via telephone and email with individuals from a variety of backgrounds, culture and nationalities with evidence of the ability to present information clearly and accurately (E)
- Experience of using a case management system (D)
- Supervisory or line management skills (D)

PERSONAL ATTRIBUTES

- Ability to work flexibly and independently as well as contribute effectively to team work (E)
- Ability to listen with empathy, dealing sensitively with a wide range of individuals (E)
- Demonstrable evidence of emotional resilience and ability to work calmly under pressure (E)
- Demonstrate the UEA Values & behaviours and work with colleagues

to embed them within the team (E)

- Willingness to change and develop work practices (E)
- Confident, articulate and credible (E)
- Able to maintain confidentiality (E)

SPECIAL CIRCUMSTANCES

- Subject to receipt of an Enhanced Disclosure from the Disclosure and Barring Service including a check of the Child Barred List (E)
- Annual leave may be restricted at certain times of the year (E)
- Will work night shifts and in a shift pattern of 4 shifts on and 4 shifts off as a work pattern (E)

Essential Requirements (E) are those, without which, a candidate would not be able to do the job.

Desirable Requirements (D) are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

FURTHER INFORMATION

The post is available from 1 August 2025 on an indefinite full-time basis.

Salary will be £30,805 to £37,174 per annum on Grade 6 on the single salary spine.

Place of Work - The University is strongly committed to providing an excellent student experience and research environment, and it is expected that all staff will be available on campus to carry out their duties during their working week in support of these goals.

If successful you will be asked to show evidence of right to work in the UK prior to any formal offer being made. Non-British and non-Irish nationals entering the UK to undertake employment or who are currently in the UK will have to meet eligibility criteria under the points-based immigration system. The University may be able to provide sponsorship under the Skilled Worker route if relevant criteria are met. Please note, due to the complexities of the immigration system, Skilled Worker visa sponsorship is not guaranteed for every role. If you would like further information about whether this role is eligible for visa sponsorship, please contact staff.visacompliance@uea.ac.uk.

The post is superannuable under the Group Personal Pension and there is an annual holiday entitlement of 25 days plus statutory (8 days) and customary (6 days) holidays. The University is committed to creating an environment where the health, welfare and safety of all students and staff is of paramount importance. The University's Safeguarding Policy addresses both child protection and safeguarding children, young people and vulnerable adults within the work of the University. Appointment will be subject to satisfactory pre-employment checks, which may include an Occupational Health assessment and a criminal record check at Enhanced level from the Disclosure and Barring Service (which you will be required to pay for). It is an offence to apply for the role if you are barred from engaging in regulated activity relevant to children.

Information on the benefits of working at UEA can be found at <https://www.uea.ac.uk/about/working-at-uea>.

If you require the information contained within this candidate brochure in a different format please email staff.recruitment@uea.ac.uk

HOW TO APPLY

To apply for this vacancy, please follow the online instructions at: <https://vacancies.uea.ac.uk>

The closing date for this role is 11:59pm on **Wednesday 16 July 2025**.

It is anticipated that interviews will take place on **Tuesday 29 July 2025** and we will inform you of the outcome of your application prior to this date.

Candidates should note that travel and incidental expenses incurred in attending an in-person interview will not be reimbursed.



ABOUT STUDENT AND ACADEMIC SERVICES (SAS)

From the first point of registration to graduation and beyond, SAS provides a full range of support for students, the UEA community and partner organisations.

SAS are responsible for delivering student-centred services, building community at UEA and driving an excellent & holistic student experience across the whole student lifecycle.

SAS also oversees the academic regulations and quality management at the University to ensure consistent and equitable learning is provided to UEA students by maintaining and enhancing standards.

The division is comprised of several core elements:

- Registry Services and Academic Quality & Assurance
- Careers Services, Partnerships, Apprenticeships and Placements
- Strategy and evaluation of UEA's whole institutional approach to widening access and participation
- Study Abroad Operations
- Professional Doctorates
- Postgraduate Research
- Student Conduct and Complaints
- Student Wellbeing and Support services
- Student community activity and residential life support
- Listening to the voice of the students and closing the feedback loop across the University





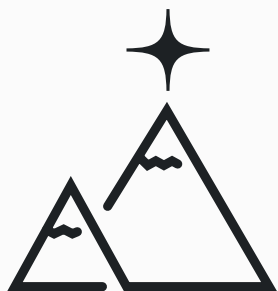
OUR VALUES

Shaped by staff, our UEA values represent a core set of standards for how we behave as an employer, drive excellence in teaching, learning and research, and collaborate as an anchor institution in our local community.

From tackling global challenges, striving for student and staff success, and creating a vibrant inclusive environment, our values are what unite us.

- ✦ AMBITION
- ✦ COLLABORATION
- ✦ EMPOWERMENT
- ✦ RESPECT

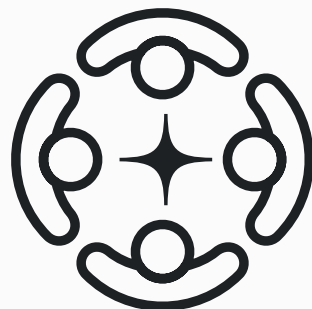
OUR VALUES (CONTINUED)



AMBITION

We are ambitious for our future success.

We are forward-thinking and brave in our approach and decisions. We make space for innovation and creativity, seizing opportunities that are responsible and sustainable. We are ambitious for the advancement of education and research.



COLLABORATION

We are collaborative in our approach.

We work together with shared purpose. We build connections, share ideas and develop new networks. We champion our regional, national and global relationships and demonstrate that together we can achieve greater goals and positively influence the world around us.



EMPOWERMENT

We empower ourselves and each other.

We develop ourselves and others, trusting people to make decisions based on their expertise and knowledge. We continually improve systems and processes to support us in working in an agile and efficient way.



RESPECT

We respect each other.

We treat everyone with respect and dignity. We value diversity and foster a community where people can express different thoughts and views. We are open to challenge, so we can learn and improve. We encourage a positive, inclusive environment where everyone has opportunities to fulfil their potential.

ACCOLADES

- Queen's Anniversary Prizes for Higher and Further Education have been awarded to UEA for international development studies (2009), creative writing (2011) and environmental sciences (2017). Notable alumni include Sir Paul Nurse (1973, Nobel Prize for Medicine 2001), Kazuo Ishiguro (1980, Nobel Prize for Literature 2017), Michael Houghton (1972, Nobel Prize for Medicine 2020) and Sarah Gilbert (1983) who led the Oxford University team to develop a COVID-19 vaccine, approved in 2020.
- Our Doctoral College, established in 2018, hosts six Doctoral Training Partnerships and integrates Faculty and School provision for 1600 Postgraduate Research Students (including those from across the Norwich Research Park), enabling collaboration and innovation.
- We recognise our global impact and were one of the first universities to declare a climate and biodiversity emergency in June 2019. Our sustainable campus, including over 50 acres of environmentally valuable parkland, is constantly evolving with ambitions to be 100% net zero by 2045 or sooner.
- UEA is a University of Sanctuary, an accreditation given to universities that show an ongoing commitment to creating a welcoming culture of inclusivity and awareness.
- UEA was awarded the Silver Athena SWAN Award in 2019, and all our Schools hold awards at Bronze or Silver.

A vibrant place to study, learn and work, UEA is a very special place.



A SUSTAINABLE UNIVERSITY

At UEA, we are now working to create a university that will be even better in the future, and we are working to achieve net zero carbon by 2045 (or earlier). Our Sustainable Ways vision is one of a resilient university – where consumption is efficient and self-generated energy supports low carbon goals, supported by a vibrant community of world-leading researchers and inspired graduates.

At a basic level, our sustainable development means that we try to balance the ‘three pillars’ of environmental, economic and social elements.

We challenge our environmental impact through on-site energy generation and a district heating and cooling network, reducing our reliance on grid electricity and therefore fossil fuels. We promote and use recycled and ‘eco’ products such as biological cleaning materials. We champion local suppliers and ethical causes, including Fairtrade and vegan products. We seek to ensure value for money in a holistic, whole-life costing sense in our new buildings and procurement contracts.

OUR INITIATIVES

Central campaigns, such as holiday shut-downs or awareness day events, support a whole-University approach to energy saving and other initiatives.

Follow us on Twitter [@SustainableUEA](https://twitter.com/SustainableUEA)



OUR CAMPUS

UEA is based on a campus that provides top quality academic, social and cultural facilities to over 17,000 students.

Although located in 320 acres of rolling parkland, virtually no part of the campus is more than a few minutes' walk from anywhere else, so everything is close at hand – the library, nursery, health centre, supermarket (incorporating a post office), banking facilities and restaurants. Amongst the striking buildings is the UEA's Sainsbury Centre for Visual Arts, which contains the Robert and Lisa Sainsbury Collection – one of the greatest art collections formed in Europe during the 20th Century.

The University has invested in new learning and teaching and research spaces, including a celebrated new Enterprise Centre that underpins its commitment to promoting student enterprise and entrepreneurship.

Sport and Recreation plays a major part in the life of the University of East Anglia, centred around the major Sportspark facility which is one of the most successful community sport facilities in the UK. This accessible and affordable facility provides a diverse range of activities, and incorporates a 50m Olympic size swimming pool, indoor climbing wall, coaching resource centre and sports injury clinic.



NORWICH

A CITY OF STORIES

The city's motto is 'A fine city' and its strong cultural heritage has seen Norwich maintain the best of its historical character whilst developing to become one of the most vibrant and attractive cities in Europe. Norwich offers miles of riverside walks and cycle ways, and a unique collection of 1930's parks. The city is surrounded by beautiful countryside and within easy reach of the stunning Norfolk coast.

Norwich is a UNESCO World city of Literature, the first in the UK, as well as being one of the newly named Tech Cities recognising the growth of digital businesses in the region. The most prominent high-rise building, apart from the castle, is the magnificent 11th century cathedral, which still dominates the skyline. The city's medieval centre of cobbled streets remains largely intact, but there is still space for modern buildings such as the city's centrepiece, the Forum, which is a striking piece of contemporary architecture. The glass front overlooks the colourful open-air market (one of the largest in the country) and reflects the city in all its diversity.

The city is consistently rated as one of the top ten shopping venues in the UK. Norfolk and Suffolk attract thousands of visitors each summer. The famous Norfolk Broads are among the most important wetlands in Europe and a haven for rare plants, wildlife and insects. The Broads attract holidaymakers who come to navigate the intricate natural network of waterways formed by the Rivers Bure, Yare and Waveney and their tributaries.

For further information about UEA's excellent facilities, staff benefits, picturesque campus and the UEA working environment, please visit the 'Careers at UEA' microsite <https://www.uea.ac.uk/about/working-at-uea>. Additional information about living and working in the city of Norwich can be found at <https://www.workinnorwich.co.uk/>



If there is another city in the United Kingdom with a school of painters named after it, a matchless modern art gallery, a university with a reputation for literary excellence which can boast Booker Prize-winning alumni, one of the grandest Romanesque cathedrals in the world, an extraordinary new state-of-the-art public library then I have yet to hear of it. Norwich is a fine city. None finer.

STEPHEN FRY



LOCATION

Some cities you've heard of, others you have to discover.

Norwich is one of the most beautiful, modern historic cities in Britain. It's a city that celebrates the independent, stimulates creativity, promotes change and encourages diversity.

UEA is a campus university located 3 miles from the centre of Norwich. Situated in the heart of Norfolk, which means it's an ideal location to explore Norwich and beyond.

BY RAIL

LONDON • 2 HOURS

CAMBRIDGE • 1 HR 15 MINS

BIRMINGHAM • 4 HOURS

Many European cities (including Paris and Amsterdam) easily accessible by train

BY ROAD

KINGS LYNN • 1 HOUR

CROMER • 45 MINUTES

SOUTHWOLD • 1 HOUR

BY AIR

NORWICH AIRPORT • 20 MINUTES

STANSTED AIRPORT • 2 HOURS

London is a major airline hub and all main international destinations are easily accessible



An internationally renowned university, UEA is ranked in the UK Top 25 (Complete University Guide 2025), UK Top 30 (The Mail 2025) and the World Top 100 (Times Higher Education Impact Rankings 2024), where it ranks in the UK Top 20 for research quality (Times Higher Education Rankings for the Research Excellence Framework 2021) and World Top 20 for Health and Wellbeing (QS World University Rankings for Sustainability 2024), reflecting the international excellence of its research environment. The University holds UK Teaching Excellence Framework Silver status.

Equality, Diversity, Inclusion and Wellbeing

The University is committed to diversifying its workforce and to the wellbeing of all our staff. For example, we already hold an Athena Swan Silver Institutional Award in recognition of our advancement towards gender equality. Further details on our broader Equality, Diversity, Inclusion and Wellbeing work can be found on our [website](#).

