



# Residence Life Manager

## Job Description

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### POSITION OVERVIEW

Location	:	Bloomsbury, London
Base	:	Office based. This is not a live-in role.
Term	:	Full-time; permanent
Salary	:	Competitive, depending on experience
Start	:	Immediate, no later than mid-April 2020
Benefits	:	Generous benefits package including 25 days holiday allowance (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional)

The Residence Life Manager is responsible in administering and supervising the operation of the student residential experience across the residential locations throughout London. The person in this role will ensure a positive, healthy, and safe living/learning environment for students. Working closely with staff from the partner institution, the primary purpose of this role is to develop and maintain an environment conducive to social and intellectual growth as well as the academic success of the students.

This position's responsibilities include: ongoing student development activities, staff supervision, housing and occupancy administration, student conduct, mediation and educator of policies, and emergency response.

## **DUTIES AND RESPONSIBILITIES**

### **Management and Leadership**

- Direct line management of the residence team, as well as oversight of site-staff, such as Program Liaisons.
- Take the lead on performance management of direct reports, including opportunities for training, professional growth and development.
- Conduct regular team meetings, which will include site-staff, staff from partner institution, and provide regular update report meetings with the Northeastern office.
- Foster a positive work environment with a good team spirit, including the wider support teams, with student experience at the forefront of all efforts.

### **Community Development**

- Maintain a safe and positive learning community in residence through active engagement with residents and policy enforcement.
- Utilise problem solving skills to solve roommate disputes and other types of mediation.
- Handle and evaluate investigations and disciplinary processes related to student conduct.
- Responsible for upholding, working in accordance with, and providing guidance on policies and procedures.
- Plan and execute events designed to help residents socially and academically and to foster community within the student housing.
- Guide staff to plan, organise, promote, supervise and evaluate student programming events and activities to meet the needs of students from partner institution.

### **Housing and Operations**

- In conjunction with the partner institution, assign housing, including roommate pairing, consideration of special room requirements, and appropriately attending to room changes where necessary.

- Serve as the main point of contact between housing providers, partner institution, NCH, and students.
- Actively monitor, respond, and report on building issues, including maintenance requests and safety issues.
- Ensure housing providers are meeting SLA's and students adherence to housing policies.
- Be on-call to provide support to partner institution staff and respond to emergency situations, which may include attendance at the student housing, hospitals etc. (24/7).
- Health & Safety of the students is paramount. Ensure risk assessments are undertaken as appropriate, and all teaching and event locations have clear emergency procedures communicated from the outset.

**Other**

- Undertaking other duties as assigned by the line manager, and in the spirit of positive team work.
- Foster a positive work environment with a good team spirit, including the wider support teams, with student experience at the forefront of all efforts.

**PREFERRED EXPERIENCE**

- Bachelor's degree required
- Two to three years of student life experience as a Residence Assistant or similar capacity (in a live-in role)
- Experience living, studying, or working abroad or experience working with international students and their particular adjustment issues (essential)
- Experience with U.S. student demographic (desirable)
- Strong interpersonal and intercultural communication skills as well as a positive attitude (essential)
- Direct experience with emergency response, student mediation, including investigations and conduct meetings (essential)
- A strong administrator with excellent IT skills across Microsoft products: Word, Excel, Adobe, and Powerpoint (essential). Testing of these skills will be done at the interview stage

## Application Process

Applications should be made via [this link](#) by midnight, 20 March 2020. Please reference your application "RLM0220". Participation in the equal opportunities section is encouraged, but voluntary.

Applications must include a covering letter of no more than one page and a full curriculum vitae.

Due to the urgency of this role, applications will be reviewed on receipt and it is likely that an appointment will be made prior to the closing date of this job advert. Applicants are therefore encouraged to submit applications at the earliest opportunity.

Applications are welcome from all sections of the community and will be judged on merit alone. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006. We are not able to provide Tier 2 Sponsorship for this role.