



Residence Life Supervisor

Job Description

POSITION OVERVIEW

Department	Academic Services
Location	St Katherine's Dock Campus and Zone 1 Housing Accommodation
Term	Full-time; Permanent
Salary	Up to £30,000 per annum + paid for accommodation in Central London
Benefits	Generous benefits package including 25 days holiday allowance pro rata (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional)
Start	ASAP

The New College of the Humanities (NCH) is hiring two Residence Life Supervisors (RLS) to be based in London, England. The RLS will directly manage a team of 5-8 Residence Life Coordinators and help support the physical, emotional, social, and academic needs of approximately 125 - 200 Northeastern University first-year cohort program students and/or study abroad students.

Northeastern University offers admission and enrolment programme opportunities that advance the university's global mission and help meet students' needs. Students who apply for admission to Northeastern may be offered direct entry into some of these specialised entry and pathway programmes. The RLS will assist with managing several cohorts of students who are studying at NCH for one or more semesters.

This is an in-person position that requires site staff to live in the student accommodation. Under supervision from the NCH Residence Life Manager, the person in this role will serve within an on-call rotation and will be required to work some non-traditional hours to help support co-curricular programming and manage escalated student emergencies.

Duties and Responsibilities

- Supervise, support, and evaluate a team of Residence Life Coordinators in all aspects of their professional development and needs.
- Assist the Residence Life Manager with logistical planning of Residence Life Coordinator training and day to day deployment
- Assist the Residence Life Manager with the planning and delivery of student orientation at the start of each semester to ensure students successfully adapt to living in London.
- Assist the Residence Life Manager with transition & integration support for pathways students in the spring including providing tools to aid in transition from London to Boston and planning events and programs that connect students to each-other and the university.
- Serve on various Northeastern and NCH working groups/committees to improve on-site operations (such as student conduct, emergency protocols, finance/programming, etc.)
- Work with NCH colleagues to support campus-wide community building efforts.
- Work with the Residence Life Manager to develop training and programming to aid the Residence Life Coordinators develop skills in programming, crisis management, conduct and conflict resolution, leadership skill building, equity, diversity, inclusion work, identity development and creating a sense of belonging, etc.
- Develop programming, support, and resources for students to assist them with problem solving, critical thinking, building resilience, etc.
- Work with coordinators on managing crisis situations and further develop their skills to confidently triage and communicate with families and emergency contacts as situations arise.
- Along with the Residence Life Manager, act as the primary point of contact for student and staff safety and security during crises and manage escalated emergencies.
- Ensure and track quality and diversity of academic and social programs
- Encourage student academic success, respond to student concerns and connect students to on-site academic, medical and mental health resources.
- Serve as a conduct hearing officer, ensuring policies and good practice are followed.

- Serve as a liaison with staff and faculty from NCH and NU GEO Program Management Staff through regular meetings and written reports.
- Undertaking other duties as assigned by the Residence Life Manager, and in the spirit of positive teamwork.
- Foster a positive work environment with a good team spirit, including the wider support teams, with student experience at the forefront of all efforts.

The RLS will work collaboratively to support the safety and wellbeing of students and contribute to the development and overall success of the students and the programme.

About the College

Founded in 2012, New College of the Humanities has established itself as a prestigious higher education institution based in the heart of London. After becoming part of Northeastern University's global network in early 2019, the College has undergone a period of rapid growth, having been granted Taught Degree Awarding Powers in February 2020 and moved to a new, state-of-the-art campus in 2021. NCH continues to grow further expanding its student cohort, courses, network, and opportunities.

Person Specification Criteria (Essential / Desirable)

- Master's degree or equivalent professional or vocational experience in a relevant field such as Higher Education, International Education, Student Development or Youth Working [E]
- Considerable demonstrated student service experience or higher education experience in a residence life or student affairs capacity [D]
- Experience with supervision, leading teams, and managing diverse groups of staff [E]
- Experience living, working, or studying abroad. [D]
- Experience with crisis management, mediation, and conflict resolution [E]
- Flexibility and demonstrated ability to excel in fast-paced environments, navigate ambiguity, and take actions that satisfy diverse interests [E]
- Proven ability to work well under challenging conditions, demonstrate sound judgement, and take actions that satisfy diverse interests while achieving programmatic goals [E]

- Proven ability to coordinate and manage large groups with enthusiasm and attention to detail [D]
- Experience with budget reporting [D]

Application Process

Applications should be made via [this link](#) by 20:00 on 22 July 2022. Please reference your application “**RLS322**”. 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.

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 may be able to provide visa sponsorship for this position, depending on the personal circumstances of the applicant.