



# Residence Life Coordinator

## Job Description

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### POSITION OVERVIEW

<b>Department</b>	Residence Life (Academic Services)
<b>Location</b>	London and Zone 1 Housing Accommodation
<b>Term</b>	Full-time; permanent
<b>Hours</b>	Monday to Friday (38 hours per week); 09:00 – 17:30
<b>Salary</b>	£22,000 per annum + paid for accommodation in central London
<b>Benefits</b>	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)
<b>Start</b>	September 2022

Northeastern University London is hiring Residence Life Coordinators (RLC) to be based in London, England. Residence Life Coordinators support the physical, emotional, social, and academic needs of first year and study abroad students who are on a programme approved by Northeastern University, Boston, Massachusetts, USA.

In addition to supporting students and colleagues at the London campus, RLCs focus on creating positive and valuable experiential learning for students in their academic coursework, the city of London, and within the student residence. RLCs will work collaboratively and are supervised by the Residence Life Supervisors (RLC). RLC enthusiastically embody the mission and values of Northeastern University, NU pathway programmes, and the London campus while working and living in close proximity to students.

The team of RLCs will flexibly assist with managing several cohorts of students who are studying

in London for one or more semesters. This is an in-person position that requires site staff to live in the student accommodation during and in preparation for the teaching terms. This role consists of 38 working hours a week, normally equating to standard office hours, but flexibility can be provided upon request and may also be required during busy periods; such as during student arrivals and departures.

### **Duties and Responsibilities**

- Coordinate evening and weekend student programmes and excursions
- Encourage student academic success, respond to student concerns, and connect students to on-site academic, medical and mental health resources
- Monitor student behavioural policies and protocols, upholding a high standard of student conduct
- Maintain the safety and wellbeing of the participants by serving in a 24/7 on-call rotation and conducting regular monitoring of student residences
- RLCs will work collaboratively to contribute to the development and overall success of the program.
- Perform office administration to ensure the smooth running of assigned programs
- Ensure students' safety and well-being by assisting with responding to incidents and by periodically manning the 24/7 emergency phone

### **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 is undergoing 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. Most recently, the institution received University title, and is in the process of rebranding to Northeastern University - London.

### Person Specification Criteria (Essential / Desirable)

- Demonstrated student/youth facing service or higher education experience in a residence life or student affairs capacity, which includes experience living with or working with high school or undergraduate students (in residence life, student affairs, camp counsellor, or any related role) [E]
- Experience with the challenges of living, working, or studying abroad with the ability to demonstrate intercultural sensitivity and global awareness [E]
- Demonstrated flexibility and experience with crisis management [E]
- Proven ability to work well as a member of a close-knit team [E]
- Experience managing events for groups with enthusiasm and attention to detail [E]
- Experience in any setting with Mental Health incidents and/or First Aid [D]
- Strong knowledge of the city of London [D]
- Knowledge of UK & US Higher Education Systems [D]

### Application Process

Applications should be made via [this link](#) by 20:00 on 23 September 2022. Please reference your application "RLC922". 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.

This role is not eligible for visa sponsorship.