



Job Description

Job Title: Residence Life Manager
Direct supervisor: Director of Student Life
Department: Student Life
Supervisees: Yes
Location: South Kensington

FIE's Residence Life Manager (RLM) works as part of FIE's Student Life team engaging with and supporting US university students living and learning in London as part of their undergraduate degree. The RLM acts as a first point of contact for the Residence Life Supervisors (RLS), offers guidance and support to students, and responds to community concerns including alleged violations of policy.

Role Overview

To foster a safe, stimulating and welcoming study abroad experience and residence community by providing support, information, and guidance to students with regard to adjusting to university life, the process of independent living, and cultural immersion. To operate as a support to the Residence Life Supervisors and collaborate with the Director of Student Life to develop and guide the Residence Life Team.

The RLM is expected to work alongside FIE London staff and assist in all aspects of residence and student life, as well as operational delivery both inside and outside the residence hall. On occasion, and as operations necessitate, the RLM may assist in providing programme services for customised programmes, including but not limited to first year, closed semester, and faculty-led programmes, and assume operational aspects of these key programmes.

Due to the nature of the role and responsibilities, occasional evening and weekend hours may be required, both planned and in the event of an emergency.

Objectives

1. To promote and support FIE's Residence Life mission to provide a welcoming and inclusive living and learning environment for students.
2. To support and develop the Residence Life Supervisors.
3. To assist and support undergraduate university students.
4. To maintain and enforce FIE's residence policies by informing and educating student residents and responding to alleged violations with fairness and consistency.

Key Responsibilities

Residence Life Supervisor Support

1. Management and support of live-in FIE Residence Life Supervisors (RLS)
2. Act as a first point of contact and provide on-call support to the RLS team outside of office hours, responding as required

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3. Manage the recruitment, hiring and training processes for Residence Life Supervisors
4. Lead team-building programmes for the purpose of planning and implementing events and activities, which promote community, personal growth and development

Residence Life Team Support and Development

1. Schedule regular Residence Life Team meetings, including creating and distributing the agenda and minutes
2. Maintain regular meetings with the Director of Student Life to update them on any concerns or issues amongst the RLS or residences
3. Complete administrative tasks including the creation and distribution of the RLS on-call rota, providing Residence Reports, and conducting health and safety rounds of the residences
4. Develop and conduct RLS training and professional development opportunities
5. Oversee the regular review and updates of residential policies and procedures, handbooks, training materials and distributed information
6. Attend meetings with partners' site staff as needed
7. Lead team-building programmes for the purpose of planning and implementing events and activities, which promote community, personal growth and development
8. Develop, implement, and evaluate community based educational programming and initiatives

Operational and Administrative

1. In collaboration with the Director of Student Life, manage student housing and room allocations, taking into account roommate requests, program requirements, and medical, academic, and accessibility accommodation requests
2. Meet with and assist students with roommate concerns, interpersonal or community conflicts, and adjustment to life in London and the residences
3. Assist with the arrival and departure procedures which includes being available during key periods to facilitate student arrivals, present Residence Life orientation materials and assist with departures in accordance with FIE's policies and procedures
4. Manage FIE's Code of Conduct processes and procedures, including regular updates and additions to the code, documentation of incident reports and alleged violations, and facilitating conduct hearings
5. Maintain regular office hours
6. Guide students in day-to-day residential operations such as reporting maintenance problems and housing requests
7. Liaise with the appropriate departments regarding students with medical, mental and/or emotional health concerns, cultural adjustment issues, and other pastoral care
8. Assist the Director of Student Life in creating and disseminating information regarding FIE programmes, residences and communities
9. Coordinate end-of-term Donation Drives; develop additional residence and student initiatives to promote FIE values
10. As directed by the Director of Student Life, assist in managing operational aspects of customised programmes, including acting as a liaison for site staff and visiting faculty, delivering Pre-Departure Orientations and on-site London orientations, scheduling events, and facilitating meetings between key staff and stakeholders

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