

Job Description

Job Title: Residence Life Supervisor, FIE Dublin

Department: FIE Dublin

Direct supervisor: Programme Officer, FIE Dublin

The basic purpose and primary objectives of this position are:

The Residence Life Supervisors (RLS) help to create and cultivate a welcoming and inclusive living and learning environment for students. Acting as the first point of contact, the RLS team provide guidance and support to students, handling issues when they arise.

This is a part time, fixed term, live-in position. Accommodation is provided in a single ensuite bedroom within a shared apartment within student accommodation in Dublin City Centre. Kitchen and common space will be shared with other residents, which may include other FIE staff, visiting faculty, or students. The typical working pattern will be 20 hours per week.

Throughout the year FIE works with a variety of accommodation providers both within Dublin City Centre and the suburbs to accommodate students. RLS's will be required to engage with students at all locations. Support for students is provided consistently via a monthly schedule agreed between team members. During peak periods RLS's will also perform some administrative duties as assigned.

The residence-based duties and responsibilities include:

- Help prepare the residence halls for student arrivals.
- Support FIE Dublin team throughout busy arrivals, orientation and departures periods as requested, including airport pick-up, welcome/departure receptions, orientations and welcome events.
- Be accessible and available to students in the residence, creating an approachable atmosphere of mutual respect.
- Initiate contact and foster good relations with all students in the residence.
- Throughout the semester conduct residence hall meetings, team meetings, room checks, student events and other activities as required.
- Design, advertise and run 3 student events throughout the semester e.g. pub quiz, movie night, mental health awareness event.
- Working in conjunction with the other RLS team members and FIE Dublin staff, ensure that all extra and co-curricular activities are staffed, including weeknight and weekend events and study tours.
- Provide on-call reports regarding current issues or concerns in the residence.
- Respond to all student emergencies and general needs.
- Supervise student health and safety in cooperation with the Binary Hub team and FIE Dublin colleagues.
- Participate in an on-call rota covering week nights and weekends in rotation to ensure out of office hours on site student support
- Guide students in day-to-day residence operations such as reporting maintenance problems, housing requests, managing flat mate concerns etc.

- Enforce residence policies by informing and educating residents, reporting policy violations in a timely and accurate manner, and documenting incidents.
- Conduct regular nightly rounds of the residence, checking in with FIE students.
- Monitor and report maintenance problems and situations that seem hazardous or unsafe to the appropriate parties.
- Support the end of semester donation drive in conjunction with Binary Hub and local charities.

The additional duties and responsibilities include:

- Attend one weekend study tour in a chaperone capacity.
- Assist the FIE Dublin team with staffing events & aid large-scale projects when needed.
- Support the FIE Dublin team in the daily running of FIE programs with administrative, program and student support.
- Assist students with cultural adjustment and provide students with pastoral care where appropriate, if necessary, refer them to a suitable resource.
- Disseminate and provide information regarding FIE programs and community issues.
- Be familiar with FIE's policies and procedures and implement them when required, monitoring and reporting all situations to the appropriate person(s).
- Attend FIE staff meetings and training sessions as required.
- Report financial expenditures and provide necessary receipts and documentation.
- Serve as an ambassador for FIE by, for example, giving tours to guests and welcoming students at your residence.

Required experience, skills and qualifications:

- Undergraduate or postgraduate degree.
- Strong intercultural and interpersonal communication skills, with a friendly and approachable personality.
- Strong work ethic, alongside patience and resourcefulness.
- Flexibility to respond to student needs and team requests.
- Sound judgment and ability to ascertain the level of seriousness of a situation.
- Crisis management skills.
- Wide knowledge of Dublin and Ireland as an educational and social resource.
- Competent social media skills, including Facebook and Instagram.
- The ability to work independently with minimal supervision.