Job Description

About the Role

Job Title: Residence Life Supervisor (RLS)
Department: FIE Dublin
Location: Dublin, Ireland (on-site)
Reporting to: Programme Officer
Contract Type: Fixed Term
Hours of Work: 20 hours per week

This role is responsible for helping 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.

The primary objectives of this position are to engage students in their study abroad experience through on-site events and supporting students as a 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

Key Responsibilities

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 weeknights 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

Key Relationships

- Resident Director, Programme Officer, and RLS team
- University students and university partners
- Irish university partners

Person Specifications

Essential

- Undergraduate or postgraduate degree
- Experience working with students or in education
- Strong intercultural and interpersonal communication skills, with a friendly and approachable personality.
- Flexibility to respond to student needs and team requests
- Crisis management skills

Desirable

- Wide knowledge of Dublin and Ireland as an educational and social resource.
- Strong work ethic, alongside patience and resourcefulness.
- Organised and efficient time management

Competencies and Behaviours

- Social media skills and content creation
- The ability to work independently with minimal supervision

Equality, Diversity and Inclusion

We are committed to fostering an inclusive working environment where diversity is valued and everyone is treated with dignity and respect. All staff are expected to demonstrate a commitment to equality, diversity and inclusion in their work and interactions.

Additional Information

- The postholder may be required to undertake occasional travel and/or work outside normal hours, depending on business needs.
- This job description outlines the main responsibilities of the role and is not exhaustive. Duties may change in line with organisational requirements.