Job Description

About the Role

Job Title: Residence Life Supervisor (RLS)
Department: Residence Life
Location: London, Kensington and Chelsea (on-site)
Salary: £9,825 gross, per annum, from which £1,614 gross will be deducted per annum for subsidised accommodation in a student residence in London
Reporting to: Residence Life Manager
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. The position is live-in, and based in a student residence hall located in the Borough of Kensington and Chelsea. 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.

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

Residence Living

- Maintain contact with students throughout the semester by actively engaging with students, conducting regular rounds, organising and delivering community building events, and establishing appropriate contact points.
- Fulfil on-call duties on a rota basis.
- Plan, coordinate, and execute cultural immersion activities and residence events.
- Be accessible and available to students in the residence, creating an approachable atmosphere based on mutual respect.
- Assist students with cultural adjustment, and where necessary, signpost appropriate additional resources – such as local medical services, counselling, wellbeing resources etc.
- Assist students with roommate and interpersonal conflicts and adjustment to life in London and shared residence spaces.

- Liaise with FIE colleagues and partners with regards to students with medical or wellbeing concerns.
- Hold community meetings with all students as/when needed or directed.
- Work collaboratively with partner site staff.
- Assist students in day-to-day residence operations such as reporting maintenance problems, housing requests, travel forms etc.
- Empower students to self-advocate and navigate potential challenges of independent and university living.
- Work with students and FIE staff to encourage active participation in self-regulation of behaviour within the residence and to develop respect and consideration for one another and their wider residence community.
- Enforce FIE residence policies by informing and educating student residents, responding to alleged violations, documenting incidents, issuing appropriate verbal and written warnings if necessary, and referring matters in a timely manner to the Residence Life Manager.

Health, Safety, and Physical Environment

- Be conscientiously aware of the physical environment of the residence.
- Monitor and report maintenance problems and situations that seem hazardous or unsafe to the appropriate parties.
- Assist in the implementation of fire drills and building evacuations throughout the semester and respond to all fire/emergency threats while present in the building or on-call.
- Be familiar with FIE policies and procedures related to emergencies and implement them when required, monitoring and reporting all situations to the appropriate person(s).
- Successfully complete required First Aid training as designated by FIE.
- Liaise with relevant parties with regards to student health and wellbeing.

Administrative Duties

- Regularly liaise with the Residence Life Manager, Facilities Team, and Student Life Team.
- Attend meetings with partners' residence staff as needed.
- Report financial expenditures and provide receipts and expense forms in a timely manner.
- Assist with arrival and departure procedures, this includes being available during key periods to facilitate student arrivals and departures.
- Attend regular meetings with other live-in staff in same residence.
- Disseminate and provide information regarding FIE programmes and community issues.
- Read and respond daily to email communications.

The additional duties and responsibilities include:

Other duties, may include though not limited to: attending Residence Life Team meetings and FIE staff meetings; acting as an ambassador for FIE; assisting the Facilities Team in preparations to ensure FIE's standards and expectations are met; assisting the FIE team with staffing events and aiding with large scale projects; and attending training sessions.

Key Relationships

- Director of Student Life, Residence Life Manager and RLS team
- University students and university partners

Person Specifications

Essential

- Undergraduate Degree or equivalent
- Experience working with students and/or in a people centred role
- A flexible approach to working hours
- Strong intercultural and interpersonal communication skills, with a student-centred philosophy
- Ability to work under pressure and to use initiative
- Sound judgement and ability to determine the level of seriousness of a situation
- Excellent administrative, organisational, and problem-solving abilities
- Competence in working both independently and within a team environment
- A broad knowledge of London as an educational and social resource
- A good knowledge of the US and its people

Desirable

- Experience working with first year and undergraduate students
- Knowledge of and experience in residence life and/or student services
- Crisis management skills

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.