

Job Description

Job Title:	Student Life Manager (SLM)
Department:	FIE Dublin
Direct supervisor:	Resident Director, Dublin (RD)
Supervisees:	Residence Life Supervisors, Dublin

The basic purpose and primary objectives of this position are:

The main function of this role is the oversight of student life programming, residence life management and general student welfare at FIE Dublin. This includes the planning, delivery, review and enhancement of orientation and student life scheduling, which will include extra-curricular activities, wellbeing and health programming, and occasional weekend events. In addition, the SLM will be involved in student communications and social media, and will support the Resident Director in general FIE Dublin operations.

The SLM will supervise and support the FIE Dublin Residence Life Supervisors, including staff performance and engagement, student conduct and behavioural matters, and housing provider liaison. The SLM will respond to residence life and accommodation issues as they arise, which may be outside office hours.

The developmental duties and responsibilities include:

- Planning and delivery of student life events, orientation and extra-curricular activities
- Developing, managing and delivering a student wellbeing information programme
- Embedding FIE's values of sustainability, diversity and inclusivity, and social justice in action throughout programming
- Scheduling, managing and improving the First Year Forward programme
- Keeping abreast of the latest developments at all academic partner campuses
- Developing meaningful community based partnerships

The operational, administrative and maintenance duties and responsibilities on a routine, day-to-day basis:

- Prioritising the health, safety and wellbeing of the FIE Dublin student community
- Organising the logistics around student life programming e.g. booking, scheduling, arranging transport, marketing, advertising and communication of event details
- Answering student and partner emails in a prompt manner
- Assisting students in matters of personal concern within their capability, and if necessary, refer student to the appropriate resource
- Supporting students with accommodation and adjustment to living in Dublin needs
- Conducting student meetings, information sessions, orientations, and conduct meetings
- Attending events including activities outside of office hours and weekend Study Tours
- Support the RD with housing planning and delivery, including but not limited to, research, visits, allocations and pre and post occupancy logistics
- Support the internship placement process at times of peak activity
- Acting as a cultural resource for Dublin and Ireland

The managerial and team-working duties and responsibilities:

- Supervising and supporting the residence life team across all housing sites
- Co-ordinating team meetings, one-on-one meetings, and annual appraisals for the residence life team
- Lead on the recruitment, induction and training of new Residence Life Supervisors
- Co-ordinating RLS reports and sending regular residence life reports to RD
- Preparing and circulating the monthly residence life rota
- Facilitating/delivering further training for current team members
- Liaising with partners and FIE teams in relation to housing, health and safety, maintenance, residence life programming, residential sustainability initiatives and student administration
- Managing the Residence Life Supervisor team through arrivals, departures and the donations drive each semester.
- Lead on the orientation programme for all newly arrived student groups
- Liaising with the FIE London Student Life team to develop and ensure uniformity in student life programming and materials where possible
- Meeting with and contributing to FIE's values-driven working groups and committees
- Supporting visiting faculty and staff through regular updates and communication on their student group's involvement, participation and general engagement
- Providing support to students in crisis situations as part of the wider FIE team

Required experience, skills and qualifications:

- Undergraduate level degree or equivalent
- Experience working in student support services including in a pastoral care / wellbeing capacity
- Some team management (supervisory) or leadership experience
- Knowledge of Dublin, and Ireland more widely, as well as Irish culture
- Competence in event planning and programming
- Strong interpersonal and communication skills, with the ability to establish and maintain positive working relationships with others
- Crisis management skills, and the ability to work effectively under pressure
- Ability to prioritise workload and meet deadlines
- A flexible approach to working hours
- Competence in working both independently and within a team environment

Desired experience, skills and qualifications:

- An understanding of the international higher education sector, and some knowledge of the US Higher Education system
- Experience working with international, undergraduate and/or first-year students, particularly from the US
- Strength in presenting in front of large groups of people
- Previous personal experience of having studied and/or worked abroad