

# Residence Life Coordinator

## Job Description

### POSITION OVERVIEW

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|-------------------|--|
| <b>Department</b> | Academic Services; Residence Life  |
| <b>Location</b>   | St. Katharine's Docks the University Campus and Housing Accommodation  |
| <b>Term</b>       | Full-time; Permanent   |
| <b>Salary</b>     | Up to £24,948 per annum + paid for accommodation in London   |
| <b>Benefits</b>   | Generous benefits package including 25 days holiday allowance pro rata (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional) |
| <b>Start</b>      | October 16th, 2023   |

**Please note, while this position includes accommodation, this accommodation is not fixed and will likely change every academic year with the possibility of changing midway through the academic year.**

Northeastern University London (the University) is hiring multiple Residence Life Coordinators (RLCs) to be based in London, England. The Residence Life Coordinator will help support the physical, emotional, social, and academic needs of approximately 900 Northeastern University first-year cohort program students and/or study abroad students participating across multiple programs. RLCs are directly responsible for a group of 30-50 students.

The University offers admission and enrolment programme opportunities that advance the university's global mission and help meet students' needs. Students who apply for admission to Northeastern University Boston (Northeastern) may be offered direct entry into some of these specialised entry and pathway programmes. The RLC will provide pastoral support to a group of residential students who are studying at the University for one or more semesters

This is an in-person position that requires site staff to live in the student accommodation. Under supervision from the Residence Life Supervisors (RLSs) and Residence Life Managers (RLMs), the person in this role will serve within an on-call rotation and will be

required to work non-traditional hours (evenings, weekends, bank holidays, etc.) to help support co-curricular programming and manage escalated student emergencies.

## About the University

Based in the heart of London, Northeastern University London has developed a reputation for delivering an excellent university experience and has exceeded all Russell Group universities for overall student satisfaction in the UK's National Student Survey for four consecutive years (2019, 2020, 2021 and 2022).

Small by design, Northeastern University London offers a vibrant community delivering broad and academically rigorous degree programmes, designed to equip graduates with the combination of skills and knowledge that are increasingly desired by organisations, employers and society.

Northeastern University London is part of Northeastern University's Global Campus Network. Ranked 44th in the USA, Northeastern has campuses in Arlington, Boston, Charlotte, Miami, Oakland, San Jose, and Seattle in the USA, and Toronto and Vancouver in Canada.

## Duties and Responsibilities

- Plan, propose, and implement multiple programs using the Residential Curriculum, for an assigned group of 30-50 students. The majority of events will take place in or around a residence hall, however select events will be held in wider London.
  - Work with building peers (Senior Residence Life Coordinators & Residence Life Coordinators) to plan, propose, and implement building wide programs for all the University students in one assigned residence hall.
  - Manage individual programming budget, ensuring appropriate and accurate use of funds throughout the academic year.
- Encourage student academic success, respond to student concerns and connect students to on-site academic, medical and mental health resources. Support measures include monthly one-to-one meetings with students.
- Report and escalate students of concerns to Residence Life Supervisor and/or Residence Life Manager.

- Participate in an 24/7 on-call rotation to support the safety and wellbeing of students within the residence halls. RLCs will serve as the primary staff member on call with support from SRLCs, RLSs, and RLMs as necessary.
- Conduct student check-ins, potentially outside of working hours, within the halls of residence as necessary, submitting any relevant reports and/or follow-up notes to the supervisor team.
- Serve on a Residence Services Committee to further the development of department initiatives, staff bonding, and collaboration with other departments within the institution.
- Attend weekly 1:1 meetings with supervisor, weekly team meetings, and monthly departmental meetings to stay apprised of departmental and institutional updates.
- Work large-scale events such as arrivals and departures weekends, end-of-year parties etc., and other institution-wide events. Some of these may take place during unsociable hours.
- Foster a positive work environment with a good team spirit, including the wider support teams, with student experience at the forefront of all efforts.
- Undertake additional responsibilities as assigned by a member of the Residence Life Leadership Team

### **Personal Specification Criteria (Essential [E] / Desirable [D])**

- Bachelor's degree or equivalent professional or vocational experience in a relevant field such as Higher Education, International Education, Student Development, or Youth Working [E]
- Experience living, working or studying abroad [D]
- Experience with crisis management, mediation, and conflict resolution [E]
- Flexibility and demonstrated ability to excel in fast-paced environments, navigate ambiguity, and take actions that satisfy diverse interests [D]
- Experience being part of a large team, working with different personalities, and the ability to communicate effectively across different groups [E]

- Proven ability to work well under challenging conditions, demonstrate sound judgement, and take actions that satisfy a wide-range of interests whilst achieving programmatic goals [D]
- Experience programming in line with a residential curriculum [D]
- Proven ability to balance a professional relationship with students and staff when living and working in close proximity [D]
- Considerable experience appropriately handling sensitive information in line with GDPR and FERPA regulations, as well as departmental standards [E]
- Prior experience with a live-in role and/or understanding of the challenges of living among the student body and/or staff you work with. [D]
- Strong knowledge of the city of London [D]
- Experience of UK & US School and Higher Education Systems [D]

## Application Process

Applications should be made via [this link](#) by **23:59pm** on the **6<sup>th</sup> of October 2023**. Please reference your application “**RLC0923**”. Participation in the equal opportunities section is encouraged, but voluntary. Applications must include a covering letter of no more than one page and a full curriculum vitae.

Interviews are expected the week commencing on the 9<sup>th</sup> of October 2023.

Applications will be looked at as they come in (due to so many roles to be filled), so please get your application in asap.

Applications are welcome from all sections of the community and will be judged on merit alone. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006.