

## **JOB DESCRIPTION**

**Job Title: Residence Life Co-ordinator (Live-in single occupancy position)**

**Position reports to: Assistant Director, Student Support & Operations**

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### **Role of Department**

The Residence Life Co-ordinator (RLC) will support the delivery of student support services at BUSA London, including the delivery of a high standard of student resources, engagement activities, welfare provision, and housing for approximately 1,200 BUSA London students per year. The Residence Life Co-ordinator will coordinate the daily provision of a high standard of welfare support and pastoral care in residence life activities.

### **Primary purpose of job**

- Be a primary member of the BUSA London on-call team.
- Manage the Resident Life Supervisor (RLS) team on daily basis, escalating issues to the Assistant Director, Student Support & Operations as necessary.
- Provide support on wide range of residence life issues, working flexibly across BU London residences and the main office, ensuring that students receive the support they need.
- Undertake an active role in the wider Student Affairs team, responding to student enquiries appropriately and efficiently, and supporting effective student communication.
- Work with the maintenance and housekeeping team, escalating issues to the Assistant Director, Student Support & Operations as necessary.
- Design and deliver a programme of social activities within housing to develop community and cohesion in residence life.
- Assist the Assistant Director, Student Support & Operations in the coordination of out-of-hours student support and emergency response among the RLS team.

### **Principal duties and responsibilities**

1. Assist in the efficient day-to-day operation of residence life, with support for Student Affairs activities.
2. Handle out of hours issues and emergencies efficiently as part of the BUSA London on-call team in a professional manner. Reporting information and keeping records as necessary.
3. Manage the daily tasks and workload of the Residence Life Supervisor team.
4. Liase with Housekeeping, Maintenance and Security staff on student incidents, well-being and behaviour.
5. Complete and update incident reports proactively.
6. Assist the Assistant Director, Student Support & Operations in the coordination of student room

allocations each semester across the BU London residences.

7. Respond to initial student issues in relation to residence life, escalating issues to the Assistant Director, Student Support & Operations as necessary.
8. Design and deliver a programme of social activities within housing to foster community and cohesion in residence life, within budget, under the direction of the Assistant Director, Student Support & Operations.
9. Support the wider Students Affairs team with Arrivals and Departures processes from planning to delivery.
10. Receive and respond to wider generic students' enquiries and personal concerns efficiently in line with BU policies, escalating to the Assistant Director, Student Support & Operations as necessary.
11. Co-ordinate the production and dissemination of relevant and updated information throughout the main building and student residences, including posters, printed and digital materials, including newsletters.
12. Sharing the responsibility to cover the reception desk as required during office hours.
13. Understand and support the requirements of the UKVI Student Visa system and share staff responsibility on passport and visa compliance checks
14. Be aware of and remain compliant with a number of required procedures and laws including: incident reports, Title IX, Cleary Act, FERPA, diversity and inclusion etc

**Principal working relationships – *whom the role interacts with on a regular basis:***

Students

Assistant Director, Student Support & Operations

Residence Life Supervisors

Senior Associate Director, Student Support & Operations

Student Affairs Office staff

Maintenance and Housekeeping teams

Security staff

*It is essential that the post-holder is lively, enthusiastic and thoroughly immersed in providing an excellent student experience. They must be able to work flexibly as the need arises. A positive, outgoing and flexible attitude with a can-do approach are essential.*

**Job qualifications & competencies - *qualifications, skills and attributes required for role:***

Essential:

- Experience of being on-call, responding under pressure and competent in managing emergency situations following agreed procedures.
- Line management experience with the ability to develop an effective team.
- Available to work at weekends and evenings, on an agreed rota basis.
- Experience of higher education and student housing.
- Flexible, proactive and responsive.
- An ability to problem solve and work under pressure.
- An ability to identify serious issues and work in confidential situations.

Desirable:

- Excellent attention to detail.
- Good understanding of the issues for students studying and living in London and passion for life in London and the UK.
- Experience of working in a culturally diverse environment.
- Experience and/or knowledge of working with international students experiencing cultural adjustment

This description is not intended to be a complete statement of job content, but rather to serve as a general guide to the essential functions of the position. Boston University retains the discretion to add to or change the duties of the position at any time.