



**Boston University** Study Abroad London  
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### **Job Description**

#### **Residence Life Supervisor - £740 per month (live-in): Academic year 2024/2025**

This position is open to candidates with the right to live and work in the UK free from restrictions. The role is residential and requires the Residence Life Supervisor (RLS) to be in residence overnight whilst students are in residence during semester time, unless otherwise agreed. Each RLS is required to support students at nights and weekends, be on-call on a rota basis and help staff to ensure the safe and professional running of the programme. In return for being present during all periods with students on site, the RLS will receive housing in a single en-suite student bedroom and receive a monthly stipend.

The position is offered and renewed on an academic year basis. Total length of RLS employment contracts are limited to 2 calendar years of the original start date.

#### **Purpose:**

The Residence Life Supervisor is part of a team of 9-11 RLSs. It is essential that the RLS team works together as a close-knit unit, both for back up and support and that they communicate well with staff. They work closely with: students, the maintenance and housekeeping teams, Security and Student Affairs Staff. The RLS team is the first point of contact for students, and act as the backbone of the on-call team. The RLS team is on-call on a rota basis throughout each semester. As the first point of contact every RLS should be able to respond well in difficult and emergency situations and have the patience to deal with more minor, but sometimes challenging demands.

#### **Qualities and competencies required for the role:**

- Reliable, honest, mature outlook, proactive and hardworking
- Calm and able to work well under pressure
- Excellent team player who can also work on own initiative
- Demonstrates a highly professional and dedicated attitude to the performance of their duties
- Uses tact, diplomacy and discretion and understands that issues are in confidence and must not be discussed with other students and only relevant staff

- Genuine interest in supporting students – responsibilities will include helping students to resolve issues, such as roommate conflicts & culture shock, and helping them to make the most of their time in London
- Act as a resource to enable students to see and experience London, and able to make recommendations and organise in-house activities, such as film nights, outdoor sports and social mixers.
- Empathetic and able to manage challenging and sensitive situations, but firm in managing poor student behaviour
- Able to mediate student issues, with the ability to recognise when to escalate to and involve London staff.
- Recognises
  - that the nature of the role will require flexibility due to unforeseen circumstances.
  - Understands and appreciates the differences in UK and US higher education systems.
  - Completes the training and understands the US legal requirements such as the Clery Act, FERPA and Title IX.
- Works well in stressful situations, for example in major emergency situations, to help staff ensure all students are reported as safe.

The RLS must act as a role model in terms of their behaviour e.g. moderate use of alcohol. No smoking or use of illegal drugs or legal highs allowed on the premises. Failure to abide by set housing policies will be a disciplinary issue and if proved will lead to immediate termination of the position and withdrawal of housing.

### **Reporting**

Each RLS will report to the Residence Life Coordinator (RLC). They will hold regular 1-1 meetings each semester to review performance and provide feedback.

### **Principal duties and responsibilities:**

1. Must reside in the assigned housing when students are in residence. If an RLS needs time away this must be requested and approved in advance from the RLC or Assistant Director for Student Life and Operations.
2. Help respond to any emergency and provide pastoral support when needed. The RLS will be alerted by a call to the emergency phone, message from the RLC, WhatsApp, or another similar method.
3. Attend approximately 8 individual and 4 and team meetings during the semester as agreed with the RLC.

4. Be on call 3 or 4 days per week on a rota basis. When on call, RLS's are restricted to a 20-minute travel time of the residences. On call requirements may change per semester depending on team numbers.
5. Able to work at weekends and be on call as part of the rota and must check in with students for events that may depart at weekends when on call.
6. Meet informally with each of their students on a regular basis to provide pastoral support and may need to spend additional time with students of concern, as directed by staff.
7. Arrange a series of social events for their students to help foster relationships between students and to integrate them into their host community.
8. Chaperone a minimum of 2 social programme trips each semester. Trips often take place in the evenings and weekends and can range from a theatre show to an adventure weekend in Wales.
9. Be available to help with Arrivals – usually on a Saturday and Sunday. Exact dates found below.
10. Be available to help with Departures – usually on a Friday or Saturday. Exact dates found below.
11. Complete mandatory training by BUSA London consisting of: Emergency First Aid at Work, Mental Health First Aid and Fire Marshal training during probationary period.
12. Available for preparation meetings and training prior to the start of each semester e.g. refresher training and updates.
13. The RLS must ensure that they understand the health insurance, emergency systems, Title IX, Clery Act, FERPA and other laws and procedures as required and complete the training provided.
14. The RLS must be aware of the BU lone worker policy and must take due regard for their personal safety and follow the check in requirements and ensure that the equipment issued eg torch, hi-vis jacket etc is in good condition.
15. Report maintenance issues into the appropriate staff and working together to ensure issues are resolved promptly.
16. Complete a log of all on-call situations and call outs regardless of severity.
17. Escalate without delay to serious medical or other urgent issues affecting students.
18. Submit incident reports for any event involving a student who is injured, visits hospital or suffers a serious personal issue.
19. Responsible in handling personal data of students and following BU GDPR processes with data use and storage.

### **Essential Attendance Requirements 2025 (depending on start date)**

#### *Spring 2025*

- Training and preparation: One full working day upon start
- On-call rota starts: 11<sup>th</sup> January 2025
- Arrivals: 11<sup>th</sup> & 12<sup>th</sup> January 2025

- Departures 25<sup>th</sup> April 2025
- Team Meetings (Starting at 6:30pm)
  - o Wednesday 22<sup>nd</sup> January 2025
  - o Wednesday 19<sup>th</sup> February 2025
  - o Wednesday 19<sup>th</sup> March 2025
  - o Wednesday 16<sup>th</sup> April 2025
- Necessary training is required to be completed within the first 6 weeks of employment and all associated costs will be covered by BUSA London. These consist of:
  - o Emergency First Aid at Work (1-day course)
  - o Mental Health First Aid (2-day course)
  - o Fire Marshall Training (½ day course)

As an organisation we are committed to diversity, equity & inclusion, and recognise their positive impact on our service and working culture.

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.