

Residence Life Supervisor

Job Description

POSITION OVERVIEW

Department	Academic Services; Residence Services
Location	St. Katharine's Docks Campus and Zone 1 Housing Accommodation
Term	Full-time; Permanent
Salary	From £35,040.60 per annum + paid for accommodation in Central London
Benefits	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)
Start	ASAP

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.

The role

Northeastern University London (NU LDN) is a Residence Life Supervisor (RLS) to be based in London, England. The Residence Life Supervisor will manage a team of 6-8 Residence Life Coordinators and help support the physical, emotional, social, and academic needs of approximately 850 Northeastern University first-year cohort program students and/or study abroad students participating across multiple programs.

Northeastern University London 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 may be offered direct entry into some of these specialised entry and pathway programmes. RLSs will supervise Residence Life Coordinators as they provide pastoral support for students studying abroad 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 NU LDN Head of Residence Services and Residence Life Manager(s), 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.

Duties and Responsibilities

- Supervise, support, and regularly evaluate a team of 6-8 Residence Life Coordinators, including supervision of 1-2 Senior Residence Life Coordinator(s).
 - Facilitate staff meeting in a 1:1 and team environment to provide both institutional and departmental updates.
 - Approve and oversee S/RLC event planning process in accordance with the Residential Curriculum, Programming Model, and assigned budget(s).
 - Provide 1:1 support to staff members who may be onboarded after Summer Training.
 - Oversee the Professional Development of S/RLCs on the team.
- Assist the Residence Life Manager(s) with the day-to-day management of the department and logistical planning of Residence Life Coordinator training.
- Serve on various NU LDN working groups/committees to improve on-site communication and operations (such as student mobility meetings and pathway program meetings).
- Work with NU LDN colleagues to support campus-wide community building efforts.
- Assign RLCs to multiple rotas with the help of Senior Residence Life Coordinators (SRLCs), including but not limited to on-call, office staffing, and work from home rotas.
- Work with the Residence Life Manager(s) to develop training and programming initiatives to aid the S/RLCs develop skills in programming, crisis management, conduct and conflict resolution, leadership skill building, DEI work, identity development, and creating a sense of belonging, etc.
- Participate in an on-call rotation as part of a second tier along with the other Residence Life Supervisors for cases requiring escalation. The RLS at this tier will hold an emergency phone for an average of three weeks a term (weekly rotation).

- Develop support and resources for students to assist them with problem solving, critical thinking, building resilience, etc.
- Work with SRLCs & RLCs on managing crisis situations, and further develop their skills to confidently triage and communicate with appropriate escalation points as situations arise.
- Complete administrative tasks such as monitoring the shared Residence Life inbox, creating and assigning Global Incident Report Forms from/for Northeastern Boston, organising student information, approving RLC budget requests, etc.
- Along with Residence Life Manager(s), act as a point of contact for student and staff safety and security during crisis and manage escalated emergencies.
- Assist S/RLCs to connect students with various support services including academic advising, mental health resources, and medical care.
- Oversee S/RLCs for large-scale events such as Thanksgiving, arrivals and departures, and Welcome Week where the whole department is needed.
- Serve as a liaison between NU LDN and Northeastern University Boston through regular meetings and written communication.
- Undertake other duties as assigned by the Residence Life Manager(s) and Head of Residence Services and in the spirit of positive teamwork.
- Foster a positive work environment with a good team spirit, including the wider support teams, with student experience at the forefront of all efforts.

RLSs will work collaboratively to support the safety and wellbeing of students and contribute to the development and overall success of the students and the institution.

About the University

Founded in 2012, Northeastern University London (formally known as New College of the Humanities) has established itself as a prestigious higher education institution based in the heart of London. After becoming part of Northeastern University's global network in early 2019, the College has undergone a period of rapid growth, having been granted Taught Degree Awarding Powers in February 2020 and moved to a new, state-of-the-art campus in 2021. NU LDN continues to grow further expanding its student cohort, courses, network, and opportunities.

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

- Master's degree or equivalent professional or vocational experience in a relevant field such as Higher Education, International Education, Student Development, or Youth Working [E]
- Considerable demonstrated student service experience or higher education experience in a residence life or student affairs capacity [E]
- Experience with supervision, leading teams, and managing diverse groups of staff [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 [E]
- 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 diverse interests while achieving programmatic goals [E]
- Experience with the U.S. Higher Education system [D]
- Experience programming in line with a residential curriculum [D]
- Proven ability to coordinate and manage large groups with enthusiasm and attention to detail [E]
- Proven ability to balance a professional relationship with students and staff when living and working in close proximity [E]
- Considerable experience appropriately handling sensitive information in line with GDPR and FERPA regulations, as well as departmental standards [E]
- Experience with budget reporting [D]

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Application Process

Applications should be made via [this link](#) by 23:59 on **Tuesday 8th October 2024**. Please reference your application "RLS0924".

- **First Round of Interviews are expected to commence w/c October 8th 2024.,**
- **Second Round of Interviews are expected to commence w/c October 15th 2024.**

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.

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. We are **not** able to provide visa sponsorship for this role.