

Student Life Coordinator

Employer: Bader International Study Centre - UK campus of Queen's University (Canada)

Campus: Herstmonceux Castle, Hailsham, East Sussex, BN27 1RN

Hours: 40 hours per week not inclusive of on-call schedule. There are no universally fixed hours of work for Student Life Coordinators (SLCs). Work patterns vary depending on the schedule of events and ELO (field study) commitments, as well as the on-call rota which amounts to approximately 10 days per month. Considerable flexibility in hours of work will be expected (e.g., available for irregular hours, extended workdays, on-call emergencies, and weekends). SLCs will be given lieu time, usually in the form of an extended weekend break, for any additional work hours accumulated.

Contract type: Fixed term contract from August 2, 2021 to June 30, 2022.

Salary: £ 18,533 pro rata per annum

Closing date: May 26, 2021

Overview

The role of SLC is a challenging position. SLCs live in the student residence take responsibility for dealing with a wide variety of issues including offering advice and support to students, assisting in the conduct process and facilitating intentional living and learning experiences that enhance student growth and well-being, promote intellectual development, and guide their development as individuals and community members. Student Services also deliver a significant amount of social and educational programming on campus that reinforces the university's academic mission and contributes to the student's overall learning experience. SLCs will be expected to be proactive, to take personal responsibility and to work as a part of team in which effective communication and reliability is key. In addition to regular programming duties, SLCs will take on one specific portfolio. Each portfolio holder will be responsible for mentoring and leading a small group of students toward portfolio-specific learning outcomes.

The nature of the work requires SLCs to work a shift pattern as determined by the Director of Student & Enrolment Services and the needs of the students. Duties will vary somewhat, but SLCs



JOB DESCRIPTION

will be required to be on-call approximately 10 -14 days per month in either a primary or back-up on-call role. Being on-call at the BISC requires staff to carry a work phone 24/7 so they can be reached in concerning and emergency situations. SLCs are part of a relatively small team, the majority of whom live in the residence building. SLCs will be the first point of contact for the students and will be called upon to exercise sound judgement in crisis situations.

Job Description

Duties Include:

STUDENT WELLBEING

- Establishing positive relationships with residents by being available, visible and approachable in the residence community and, more generally, in the BISC community
- Being available and approachable to all students including outside of traditional office hours
- Respecting student privacy and confidentiality to the degree possible
- Responding to crisis situations including but not limited to suicide intervention, sexual violence and on or off-site emergencies
- Assisting students in accessing healthcare services on and off-campus
- Providing residents with information and assistance in dealing with personal, academic, and administrative concerns, and making appropriate referrals
- Remaining alert to students who may be experiencing difficulties, including those who are not engaging with others or who are difficult to reach
- Mediating roommate/corridor-mate conflicts
- Responding positively to approaches by students – including outside of scheduled working hours

COMMUNITY DEVELOPMENT AND EDUCATIONAL PROGRAMMING

- Promoting a sense of belonging and positive and respectful community development among residents
- Facilitating, contributing to, promoting, and attending a range of inclusive events
- Planning, developing, implementing, and evaluating educational programming that meets the needs of students in residence, and which promotes reflection and learning
- Being proactive in identifying and addressing behaviours that are detrimental to the BISC community
- Conducting bi-weekly community meetings for intentional community building, assessing student needs, disseminating information, and explaining BISC policies and procedures
- Planning, organizing and implementing portfolio duties and responsibilities in an effective, cost-efficient and coordinated manner
- Providing support and mentoring to a small committee of students within the portfolio



JOB DESCRIPTION

CONDUCT

- Educating residents about the Queen's Code of Conduct and the BISC Community Standards and their importance
- Upholding the BISC Community Standards by conducting front-line interventions and reporting incidents through the appropriate channel(s)

HEALTH AND SAFETY

- Upholding and complying with all applicable BISC health and safety regulations and policies
- Providing a first response to emergency or crisis situations, in partnership with other campus partners such as BISC Security
- Maintaining building safety and security by participating in a rotational on-call system and participating in facility inspections
- Communicating all facility concerns and damages to Bader Hall Reception, Maintenance, Housekeeping or the Assistant Student Services Managers as appropriate

DEPARTMENTAL ADMINISTRATION

- Reading and being familiar with the information included in the Student Services Manual, BISC Community Standards, BISC Residence Agreement, BISC policies and any other material distributed by Student Services
- Attending weekly staff meetings, and weekly one-on-one meetings with the Assistant Student Services Managers
- Using the Student Services database (eRezLife) to thoroughly document work, including submitting individual reports concerning incidents or problems as needed and program proposals and assessment
- Actively informing residents of pertinent academic, BISC and safety information
- Keeping posters and information updated on residence corridors and in the Castle

COACHING

- After completion of relevant training, acting as a **thrive@BISC** Personal Success Coach
- Coaching an assigned group of students through their transition to their first year of university
- Working with students to develop strategies for academic, university and personal success through goal setting and reflection
- Develop and strengthen relationships with students through coaching to support health and wellness throughout the BISC community

EXPERIENTIAL LEARNING OPPORTUNITIES

- Supporting Experiential Learning Opportunities (ELOs) by assisting the EL Department in execution of the Fall, Winter, and Spring term trips with travel logistics such as key distribution, headcounts, group management and student support



JOB DESCRIPTION

- Participating in a 24 hour on-call rotation to respond to concerning or emergency situations that may arise
- Acting as an ELO team leader on occasion

TRIP PLANNING

- All SLC's will be responsible for planning and leading at least two off-site day trips for students per semester

TEAMWORK

- Playing an active role in contributing to teamwork and team building with Student Services colleagues

TRAINING AND DEVELOPMENT

- Participating in required training for the role and contributing to team development

PORTFOLIOS

In addition to regular programming duties, each SLC will take on responsibility for one of the following portfolios:

- Community Engagement
 - Clubs
 - Travel
 - Volunteer Program
 - Communications
 - Cultural Affairs Committee
- Wellness & Advocacy
 - Sports & Recreation
 - Health & Mental Wellbeing
 - Peer Health Educators Program
 - Mentorship Program
 - Student Government
- Career & Skill Development
 - Career Readiness & Support
 - Academic Skill Development
 - Peer-Assisted Learners Program
 - Outreach Committee
 - BISC Skills Award Administration

Each portfolio holder will be responsible for mentoring and leading a small group of students toward portfolio-specific learning outcomes.



JOB DESCRIPTION

OTHER

- Additional duties as specified by the Assistant Student Services Managers or the Director of Student & Enrolment Services

Person Specification

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none">• Undergraduate degree• Eligible to work in the UK• Satisfactory Disclosure and Barring Service (Criminal Records Bureau) check (or equivalent)	
Skills/competencies	<ul style="list-style-type: none">• Ability to control and effectively respond to emotional situations in a proactive manner• Ability to interpret and communicate complex information in written and verbal forms• Demonstrated fluency in English• Capacity to assess situations or circumstances and draw sound conclusions	<ul style="list-style-type: none">• Experience in, or familiarity with, the Canadian post-secondary sector would be an asset• Experience working with students for whom English is an additional language
Knowledge and experience	<ul style="list-style-type: none">• Good understanding of privacy and confidentiality protocols as they apply in an institutional setting• Experience working in Residence Life, Student Services, and/or Student Affairs	<ul style="list-style-type: none">• High degree of IT literacy (e.g., word processing, spreadsheet and database use)• Previous experience using design platforms such as Canva, Social Media platforms such as Raftr and booking software such as Eventbrite would be an asset



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<p>Special attributes</p>	<ul style="list-style-type: none"> • A base understanding of the concepts and principles of student development and learning theories and the practices that facilitate holistic development in a residential setting • Ability to engage students in a dialogue to assess their needs and provide appropriate responses 	<ul style="list-style-type: none"> • Experience working and/or studying in an international setting and/or working with international students • Relevant training such as EGALE, Positive Space, ASIST, SafeTalk, First Aid and Mental Health First Aid is an asset
<p>Personal qualities</p>	<ul style="list-style-type: none"> • Demonstrated commitment to diversity and inclusion and the creation of a welcoming and inclusive workplace • Capacity to ensure that complex, uncertain and stressful situations do not negatively impact relationships within the team or with others • Willingness to collaborate, share and seek ideas and input from others, work flexibly and adapt to changing circumstances in a positive and calm manner • Capacity to plan, organize and manage workload to meet personal and team deadlines, adhere to established work norms, standards and expectations and make timely, sound decisions based on evidence, protocols and theory • Desire to be a member of the BISC community and acceptance of the lifestyle associated with it 	
<p>Other</p>	<ul style="list-style-type: none"> • Equivalent combination of education and experience will be considered 	



JOB DESCRIPTION

Hours

Leave

28 days pro rata per annum. Bank or public holidays are not given as paid leave. SLCs will be required to be available at key times of the year, such as Fall, Winter and Spring Orientation, training and the opening and closing dates, as well as being available for Mid Term Trips and on occasional weekends. Vacation times must be approved by the Director of Student and Enrolment Services in advance with an expectation that breaks of greater than 6 consecutive days, including weekends, are to be scheduled in the break periods between terms.

Who we are

Bader International Study Centre, located at historic Herstmonceux Castle, East Sussex, is the overseas campus of Queen's University, Canada. The campus occupies a 600-acre estate, including a range of academic, residential, and recreational facilities. Our dedicated faculty and staff provide exceptional academic programming for undergraduate and postgraduate students from Canada and around the world. We also serve as a venue for international conferences and meetings. Our wholly owned trading subsidiary, Herstmonceux Castle Enterprises Limited, is responsible for running the gardens and grounds, corporate events and other functions.

The BISC is committed to employment equity, inclusion and diversity and supports fair treatment and opportunity for all. No job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

What we can offer you

In addition to salary and holiday pay, we offer a number of other benefits, including:

- 100% of accommodation costs. Accommodation is available on a single-person basis and consists of one en-suite room in the residence building;
- shared staff laundry facilities and a staff lounge in the residence building are available;
- full meal plan is included, and is available except during the BISC's closure periods;
- wi-fi and in-room wired internet, as well as a TV with basic cable service;
- a telephone service is provided. You are responsible for all non-work charges to your phone number. Your phone number will be listed in some staff manuals;
- auto-enrol pension scheme with guaranteed contribution from the BISC/HCE
- opportunities for relevant training and development;
- on-site parking;
- free campus gymnasium;
- access to the BISC lending library: books, DVDs, CDs and more;
- a wide range of free and discounted leisure opportunities either at, or connected to, Herstmonceux Castle;



BADER
INTERNATIONAL STUDY CENTRE
CAMPUS AT HERSTMONCEUX CASTLE

JOB DESCRIPTION

- a working environment comprising an historic building with beautiful gardens and grounds;
- friendly, supportive colleagues in the close-knit Castle community.

How to apply

Required application format: please complete the application form located at:

<https://form.jotform.com/biscforms/slcapp>

The closing date for applications is Wednesday, May 26, 2021. Applications must be received by 17:00 BST (12:00 EDT).

Please direct any questions concerning the role to stuservjobs@bisc.queensu.ac.uk



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