



# RESIDENCE LIFE SUPERVISOR, FIE LONDON

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## Job Description

**Job Title:** Residence Life Supervisor

**Direct supervisor:** Director of Residence Life

**Department:** Residence Life

FIE's Residence RLS Supervisors (RLS) work primarily with first year US university students living and learning in London as part of their undergraduate degree. The RLS act as a first point of contact for students living in their residence, offer guidance and support to students, and assist students during emergent residence and community concerns and emergencies as/when they arise.

The RLS is a live-in position, which involves living in a student residence hall located in Kensington and Chelsea, London. Each RLS will have their own bedroom and bathroom. Kitchen and common spaces may be shared with fellow staff members or students.

### Role Purpose

To foster a safe, stimulating and welcoming study abroad experience and residence community by providing support, information, and guidance to students with regard to adjusting to university life, the process of independent living, and cultural immersion.

The RLS is expected to work alongside FIE London staff and assist in all aspects of residence and student life, as well as operational delivery both inside and outside the residence hall.

Due to the nature of the role it is impossible to define the number of weekly hours. There will be some weeks during each semester when an RLS will be asked to work more, whilst during quieter periods, they will work less. Initial staff training, student arrivals and orientation, and student departures are considered peak busy periods.

### Objectives

1. To promote and support FIE's Residence Life mission to provide a welcoming and inclusive living and learning environment for students.
2. To assist and support undergraduate university students.
3. To organise and deliver community focused residence programmes.
4. To maintain and enforce FIE's residence policies by informing and educating student residents, and responding to alleged violations with fairness and consistency.

### Areas of Responsibility

RLS have three primary areas of responsibility, these are: Residence Living; Health, Safety and Physical Environment; and Administrative Duties.

### Residence Living

1. Maintain contact with students throughout the semester by actively engaging with students, conducting regular rounds, organising and delivering community building events, and establishing appropriate contact points.
2. Fulfil on-call duties on a rota basis.
3. Plan, coordinate, and execute cultural immersion activities and residence events.
4. Be accessible and available to students in the residence, creating an approachable atmosphere based on mutual respect.
5. Assist students with cultural adjustment, and where necessary, signpost appropriate additional resources – such as local medical services, counselling, wellbeing resources etc.
6. Assist students with roommate and interpersonal conflicts and adjustment to life in London and shared residence spaces.
7. Advise students on residence life related matters (this may include matters of personal concern, medical issues, or cases of mental health).
8. Liaise with FIE colleagues and partners with regards to students with medical or wellbeing concerns.
9. Hold community meetings with all students as/when needed or directed.
10. Establish and maintain regular drop-in hours.
11. Work collaboratively with partner site staff.
12. Assist students in day-to-day residence operations such as reporting maintenance problems, housing requests, travel forms etc.
13. Empower students to self-advocate and navigate potential challenges of independent and university living.
14. Work with students and FIE staff to encourage active participation in self-regulation of behaviour within the residence and to develop respect and consideration for one another and their wider residence community.
15. Monitor and maintain quiet hours with the goal of creating a residence atmosphere conducive with study, and academic and personal success.
16. Enforce FIE residence policies by informing and educating student residents, responding to alleged violations, documenting incidents, issuing appropriate verbal and written warnings if necessary, and referring matters in a timely manner to the Director of Residence Life.

### Health, Safety, and Physical Environment

1. Be conscientiously aware of the physical environment of the residence.
2. Monitor and report maintenance problems and situations that seem hazardous or unsafe to the appropriate parties.
3. Assist in the implementation of fire drills and building evacuations throughout the semester and respond to all fire/emergency threats while present in the building or on-call.
4. Be familiar with FIE policies and procedures related to emergencies and implement them when required, monitoring and reporting all situations to the appropriate person(s).
5. Successfully complete required First Aid training as designated by FIE.
6. Liaise with relevant parties with regards to student health and wellbeing.

### Administrative Duties

1. Regularly liaise with the Director of Residence Life, the Facilities Team, and Student Life Team.
2. Attend meetings with partners' residence staff as needed.
3. Report financial expenditures and provide receipts and expense forms in a timely manner.
4. Assist with arrival and departure procedures, this includes being available during key periods to facilitate student arrivals and departures.

5. Attend regular meetings with other live-in staff in same residence.
6. Disseminate and provide information regarding FIE programmes and community issues.
7. Read and respond daily to email communications.

#### Other Duties

Other duties, may include though not limited to: attending Residence Life Team meetings and FIE staff meetings; acting as an ambassador for FIE; assisting the Facilities Team in preparations to ensure FIE's standards and expectations are met; assisting the FIE team with staffing events and aiding with large scale projects; and attending training sessions.

#### **Required Experience, Skills and Qualifications**

- Undergraduate Degree or equivalent
- Experience working with students and/or in a people centred role
- A flexible approach to working hours
- Strong intercultural and interpersonal communication skills, with a student-centred philosophy
- Ability to work under pressure and to use initiative
- Sound judgement and ability to determine the level of seriousness of a situation
- Excellent administrative, organisational, and problem-solving abilities
- Competence in working both independently and within a team environment
- A broad knowledge of London as an educational and social resource
- A good knowledge of the US and its people

#### **Desired Experience, Skills and Knowledge**

- Experience working with first year and undergraduate students
- Knowledge of and experience in residence life and/or student services
- Crisis management skills

#### **Professional Development**

FIE is committed to the on-going professional development of all staff and specific training will be provided to Residence Life Supervisors prior to student arrivals. The aim of such trainings is to provide RLS with the necessary tools to be effective in their post and successfully execute their duties, as well as to promote opportunities for professional development.