

Student Life Coordinator

Overview

Bader International Study Centre (BISC), 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 (HCE), 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.

Student Services department

- The Student Services department consists of: the Director of Residence Life & Student Services, the Assistant Student Services Manager (ASSM), the Assistant Student & Enrolment Services Manager (ASESM) and four Student Life Coordinators (SLC).

Salary: £19,089 pro rata per annum

Working 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 programming 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.



Job Description

<p>Main purposes of job</p>	<p>SLCs are responsible for dealing with a wide variety of issues facing students, while promoting a sense of belonging and facilitating a positive and respectful community among students.</p> <p>SLCs will provide advice and support to students, develop activities that promote intellectual development and personal growth, assist in the conduct process and facilitate intentional living and learning experiences that enhance student growth and well-being.</p>
<p>Main duties</p>	<p>STUDENT WELLBEING</p> <ul style="list-style-type: none"> • 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. <p>COMMUNITY DEVELOPMENT AND EDUCATIONAL PROGRAMMING</p> <ul style="list-style-type: none"> • 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 meet the needs of students in residence, and which promotes reflection and learning. • Planning, developing, implementing, and evaluating activities that support the BISC Skills Award. • Being proactive in identifying and addressing behaviours that are detrimental to the BISC community.



JOB DESCRIPTION AND PERSON SPECIFICATION

	<ul style="list-style-type: none">• Conducting regular 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. <p>CONDUCT</p> <ul style="list-style-type: none">• 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). <p>HEALTH AND SAFETY</p> <ul style="list-style-type: none">• 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 Campus Patrol.• 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, Campus Patrol, Housekeeping, Maintenance, or the department Managers. <p>DEPARTMENTAL ADMINISTRATION</p> <ul style="list-style-type: none">• 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 department 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. <p>EXPERIENTIAL LEARNING OPPORTUNITIES</p> <ul style="list-style-type: none">• Supporting Experiential Learning Opportunities (ELOs) by assisting the EL Department in execution of the Fall, Winter, and Spring term trips
--	--



JOB DESCRIPTION AND PERSON SPECIFICATION

	<p>with travel logistics such as key distribution, headcounts, group management and student support.</p> <ul style="list-style-type: none"> Participating in a 24 hour on-call rotation to respond to concerning or emergency situations that may arise during the Mid-Term Trips. <p>TEAMWORK</p> <ul style="list-style-type: none"> Playing an active role in contributing to teamwork and team building with Student Services colleagues. <p>TRAINING AND DEVELOPMENT</p> <ul style="list-style-type: none"> Participating in required training for the role and contributing to team development. <p>OTHER</p> <ul style="list-style-type: none"> Additional duties as specified by the department Managers or the Director of Residence Life & Student services.
Key results/objectives	<ul style="list-style-type: none"> Provide transition programs and services that promote student learning, skill development and success Support student health and wellbeing Provide emergency and crisis response Complete administrative duties such as student contact sheets, programming logs and reports Demonstrate the knowledge, skills and disposition required to work effectively in a student services position and environment.
Reporting to	Assistant Student Services Manager and Assistant Student & Enrolment Services Manager

Person Specification

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Undergraduate degree* 	
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 Capacity to assess situations or circumstances and draw sound conclusions. 	<ul style="list-style-type: none"> High degree of IT literacy (eg word processing, spreadsheet and database use)



JOB DESCRIPTION AND PERSON SPECIFICATION

Criteria	Essential	Desirable
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"> • Experience using design platforms such as Canva, social media platforms such as Discord and booking software such as Team's Up. • Experience in, or familiarity with, the Canadian post-secondary sector • Experience in working with students for whom English is an additional language.
Special attributes	<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.
Personal qualities	<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. 	
Other	<ul style="list-style-type: none"> • Successful completion of an enhanced DBS check 	

*Equivalent combination of education and experience will be considered.

