



Residence Life Coordinator

Job Description

POSITION OVERVIEW

Location	Campus and at Housing Accommodation (London, Zone 1) – Live Out Role
Term	December 2021 to 30 April 2022 There is potential for an extension or permanency
Salary	Up to £29,000 per annum
Hours	14.00-22.00 on (either): Saturday to Wednesday or Wednesday to Sunday or Monday to Friday.
Benefits	Generous benefits package including 25 days (per 12 months) holiday allowance (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional)
Reports to	Residence Life Manager

The New College of the Humanities (NCH) is hiring for a Residence Life Coordinator (RLC) based in London, England for the Spring 2022 semester. Residence Life Coordinators (RLCs) support the physical, emotional, social, and academic needs of first year and study abroad students who are on a programme approved by Northeastern University, Boston, Massachusetts, USA.

In addition to supporting students and colleagues at NCH, RLCs focus on creating positive and valuable experiential learning for students in their academic coursework, the city of London, and the Chapter Spitalfields student residence. RLCs will work collaboratively and are supervised by the Residence Life Manager (RLM). RLCs enthusiastically embody the mission and values of Northeastern University, NU pathway programmes, and NCH.

This position also requires virtual attendance during a mandatory training period beginning December 2021. This is a live-out position. RLCs are responsible for supporting many facets of the Northeastern student experience at the New College of the Humanities.

DUTIES AND RESPONSIBILITIES

- Coordinate evening and weekend student programmes and excursions
- Encourage student academic success, respond to student concerns and connect students to on-site academic, medical and mental health resources
- Monitor student behavioural policies and protocols, upholding a high standard of student conduct
- Maintain the safety and wellbeing of the participants by serving in a 24/7 on-call rotation and conducting regular monitoring of student residences

RLCs will work collaboratively to ensure students' safety and well-being and contribute to the development and overall success of the program.

PREFERRED EXPERIENCE

These highly demanding positions require a significant amount of patience, flexibility, assertiveness, diplomacy, self-initiative and an ability to excel under challenging conditions while efficiently accomplishing tasks in a fast-paced environment.

TRAINING AND EDUCATION

- Undergraduate Degree [E]
- Master's degree or equivalent professional or vocational experience required in relevant field such as Higher Education, International Education or Student Development [D]

EXPERIENCE

- Demonstrated flexibility and experience with crisis management [E]
- Proven ability to work well as a member of a close-knit team [E]
- Demonstrated student service experience or higher education experience in a residence life or student affairs capacity, which includes experience living with or working with high school or undergraduate students (in residence life, student affairs, camp counsellor, or related role) [D]
- Experience living, working or studying abroad with the ability to demonstrate intercultural sensitivity and global awareness [D]
- Experience managing events for large groups with enthusiasm and attention to detail [D]

SKILLS AND KNOWLEDGE

- Excellent written and verbal communication skills [E]
- Strong knowledge of the city of London [E]
- Knowledge or experience of Northeastern University and the New College of the Humanities [D]

NORTHEASTERN RESIDENCE LIFE COORDINATOR RESPONSIBILITIES

Responsibility	Percent of Time
<p>Educational Session Participation</p> <p>Prior to the start of the Spring term, the Residence Life Coordinator is required to:</p> <ul style="list-style-type: none"> • Attend educational sessions to learn about Northeastern University, pathway programmes, and NCH virtually. • Assist with pre-departure preparations and planning activities in conjunction with Northeastern University Global Experience Office (GEO) Programme Management staff. 	5%
<p>Student Affairs</p> <ul style="list-style-type: none"> • Coordinate residential life components of pathway programmes, including serving as a liaison with the student accommodation staff as they relate to residence life and student programming. • Consult and collaborate with NCH Global Experience Team, as well as NU GEO Programme Management staff to address programme incidents, issues, and concerns. • Provide regular programme updates to the NU Pathways Programme Manager, NCH Academic Director of Student Mobility programmes, and NU GEO Programme Management staff through regular meetings and written reports. • Work collaboratively with other residence life coordinators to ensure a high level of service and support in all programme areas (residential life, student services, programming, academics, service learning, etc.) per agreements with Northeastern University. • Assist in the support of students in their transition to life in the United Kingdom and subsequent travel to the United States, in collaboration with NCH staff and NU GEO Programme Management. • Assist with the chaperoning of excursions in the greater London area and beyond as needed. • Ensure and track quality and diversity of academic and social programs. 	35%

<p>Student Community Development, Safety and Emergency Response</p> <ul style="list-style-type: none"> ● Liaise in conjunction with the NU GEO Programme Management staff, NCH Global Experience Team, and, in particular the NU Pathways Programme Manager on all aspects of the student conduct policy. ● Serve as a student conduct hearing officer for student conduct cases. ● Work to create an atmosphere in which staff and students are critically engaged to make positive contributions and uphold community standards. ● Act as the point of contact for student and staff safety and security during crises and be an on-call emergency contact during the duration of the programme. ● Maintain the safety and well-being of the participants by serving in an on-call rotation and serving as a 24/7 primary contact for the students: <ul style="list-style-type: none"> - Conduct regular monitoring of residence hall - Complete documentation as necessary - Act as a Resident Advisor - Exercise excellent judgment in supervision, emergency response, and policy interpretation and implementation. 	<p>35%</p>
<p>Academic Affairs</p> <ul style="list-style-type: none"> ● Assist the Academic Advisor with reviewing student academic performance. ● Collaborate with NCH and NU Colleagues to connect students to resources as needed and follow through with students to ensure success. ● In conjunction with the NU GEO Programme Management staff and NCH Global Experience Team, assist in administration of surveys and focus groups throughout the semester to evaluate pastoral support and student academic performance. 	<p>15%</p>
<p>Administrative and Financial</p> <ul style="list-style-type: none"> ● Liaise with NCH colleagues to manage a budget for programming and events. ● Ensure all financial matters align with NCH's expectations and are in compliance with NCH's fiscal policies. ● Attend required meetings as scheduled by NCH and NU GEO Programme Management staff. ● Participate in a final debrief session before the conclusion of the programme with NU GEO Programme Management staff. ● Perform other duties as necessary. 	<p>10%</p>

APPLICATION PROCESS

Applications should be made via [this link](#) by 20.00, 30 November 2021. Please reference your application "**RLA1121**". 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 will be reviewed on receipt, and it is likely that an appointment will be made prior to the closing date of this job advert. Applicants are therefore encouraged to submit applications at the earliest opportunity.

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 Tier 2 Sponsorship for this role.