



Boston University Study Abroad
London

Job Description

Residence Life Supervisor - £700 per month (live-in): Academic year 2021/22

This position is open to candidates with the right to live and work in the UK free from restrictions. The position may be offered on a minimum of 3-month basis or for a period of up to one year usually from August to August. The role is residential and requires the Resident Life Supervisor (RLS) to be in residence overnight whilst students are in residence during term time, unless otherwise agreed. Each RLS is required to support students at nights and weekends, be on-call on a rota basis and help staff to ensure the safe and professional running of the programme. In return for being present during all periods with students on site RLS will receive housing in a single en-suite student bedroom and receive a monthly stipend.

Purpose:

The Resident Life Supervisor is part of a small team of 6-8 RLS. It is essential that the RLS team work together as a close-knit unit, both for back up and support and that they communicate well with staff especially those in the housing and maintenance team and also the Student Affairs Office. The RLS team are the first point of contact for students and act as the backbone of the on-call team. They work closely with: students, the maintenance and housekeeping teams, Security and the Student Affairs staff. The RLS team is on call on a rota basis throughout each semester. As the first point of contact every RLS should be able to respond well in difficult and emergency situations and have the patience to deal with more minor but sometimes challenging demands.

Qualities and competencies required for the role:

- Reliable, honest, mature outlook, proactive and hardworking
- Calm and works well under pressure
- Excellent team player who can also work on own initiative
- Understands the best interests of the students and Boston University
- Demonstrates a highly professional and dedicated attitude to the performance of their duties
- Uses tact, diplomacy and discretion and understands that issues are in confidence and must not be discussed with other students and only relevant staff
- Genuine interest in supporting students – responsibilities will include helping students to resolve issues, such as roommate conflict & culture shock and helping them to make the most of their time in London

- Acting as a resource to enable students to see and experience London, and able to make recommendations and organise in-house activities, such as film nights, outdoor sports and social mixers.
- Empathetic and able to manage challenging and sensitive situations, but firm in managing poor student behaviour
- Able to mediate student issues, with the ability to recognise when to escalate to and involve London staff.
- Understands and appreciates the differences in UK and US higher education systems.
- Completes the training and understands the US legal requirements such as the Clery Act, FERPA and Title IX.
- Works well in stressful situations for example in major emergency situations to help the staff ensure all students are reported as safe.

The RLS must act as a role model in terms of their behaviour e.g. moderate use of alcohol. No smoking or use of illegal drugs or legal highs allowed on the premises. Failure to abide by set housing policies will be a disciplinary issue and if proved will lead to immediate termination of the position and withdrawal of housing.

Reporting

Each RLS will report to the Residence Life Manager. They will hold regular 1-1 meetings each semester to review performance and provide feedback.

Principal duties and responsibilities:

1. The RLS must be resident in the assigned housing when students are resident. If an RLS needs time away this must be requested and approved in advance from the Residence Life Manager or Assistant Director Student Life and Operations. It is understood that on occasions an RLS may not be able to attend every student Departure or Arrival, and for the smaller groups only a reduced number of RLS may be needed. However for all the main Arrivals and Departures, all RLS are expected to be available, as well as for preparations and training.
2. The RLS must be able to help respond with any emergency situation and will be alerted by a WhatsApp or similar method.
3. The RLS is required to multiple individual and team meetings during the semester as agreed with the Residence Life Manager.
4. The RLS will be required to be on call 2 or 3 days per week on a rota basis. When on call RLS are restricted to a 20-minute walking travel time of the residences. On call requirements may change per semester depending on team numbers.
5. The RLS must be able to work at weekends on call as part of the rota and must check in students for events which depart at weekends when on call.

6. The RLS must ensure that they meet informally with each of their students on a regular basis to provide pastoral support, and may need to spend additional time with students of concern, as directed by staff.
7. The RLS is required to arrange a series of social events for their students during each semester to help foster relationships between students and to integrate them into their host community.
8. The RLS will be expected to chaperone a number of student trips during the year. BUSA London provides an RLS as chaperone on some of our weekend trips and daytrips, with chaperone duties shared between the RLS team. This normally works out as one or two trips per semester for each RLS
9. The RLS must be available to help with Arrivals – usually a weekend Saturday & Sunday 3-4 times per year and some on weekdays. Dates are provided up to 6-months in advance.
10. The RLS must be available to help with Departures – usually on Fridays but 1-2 may be on Saturdays.
11. The RLS must be available for training e.g. emergency first aid, security and refresher training etc prior to the start of each semester and is required to attend a 4-hour half day training and meeting session prior to each semester starting (2 x for Summer).
12. The RLS must ensure that they understand the health insurance, emergency systems, Title IX, Cleary Act, FERPA and other laws and procedures as required and complete the training provided.
13. The RLS will not be required to be on site during the turnaround periods between semesters other than to fulfil Departure and Arrival tasks. However, they must confirm if they will or will not be on BU premises. An RLS who wishes to stay in housing over the Christmas closedown must apply for permission to do so. During all turnarounds RLS in housing will need to work with the key holder service and around the requirements of the maintenance housekeeping team.
14. The RLS must be aware of the BU lone worker policy and must take due regard for their personal safety and follow the check in requirements and ensure that the equipment issued eg torch, hi-vis jacket etc is in good condition.
15. The RLS must report maintenance issues into the appropriate staff and working together to ensure issues are resolved promptly.
16. The RLS must keep a weekly log of events and submit this via the online form.
17. The RLS must complete a log of all on-call situations and call outs regardless of severity.
18. The RLS must alert staff without delay to serious medical or other urgent issues affecting students.
19. RLS may also be asked to submit incident reports for any event involving a student who is injured, visits hospital or suffers a serious personal issue.
20. The RLS must work closely with the Security guard/s.

21. Sometimes we will sublet housing to other student groups or faculty in the turnaround periods. The RLS team may be asked to act as on call for these periods with an additional stipend.
22. The RLS may have a guest for a short time (usually less than 3 nights on the premises), and must seek approval from the Residence Life Manager in advance. The guest remains the responsibility of the RLS and must behave in an appropriate manner. Guests may only stay if the RLS is present in the building, and are not permitted during arrival and departure weeks without written consent from the Residence Life Manager.
23. The RLS must be responsible in handling personal data of students and following BU GDPR processes with data use and storage.

Essential Attendance Requirements 2021/22 *Dates Subject to Change

Spring 2022

Training and preparation: 8th-10th December 2021

On-call rota starts 8th January 2022

Arrivals 8th & 9th January 2022

Departures 22nd April 2022

This description is not intended to be a complete statement of job content, but rather to serve as a general guide to the essential functions of the position. Boston University retains the discretion to add to or change the duties of the position at any time.