



## Study Abroad London

### JOB DESCRIPTION

Job Title: **Student Life Manager**

Job Type: **Full-time, permanent, ~ 30k per annum, live-in (self-contained apartment, WC1E)**

Reports to: **Associate Director, Student Support & Operations**

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#### Role Overview

The Student Life Manager (SLM) will support the delivery of student support services at BUSA London, including the day-to-day delivery of a high standard of student resources, engagement activities, welfare and pastoral care, and housing for approximately 1,200 BUSA London global students per year. The Student Life Manager will primarily coordinate the daily pastoral care and student engagement in student life activities, whilst supporting the Residence Life Manager and other departments.

#### Primary purpose of job

- Manage and expand effective engagement and communication with students.
  - Work with in house counsellor on providing mental health assistance and support for students.
  - Manage and expand a positive extra-curricular experience for all students on BUSA London programmes through effective student engagement and provision of high quality social and cultural programmes.
  - Manage and expand BU London's social media outreach and content to increase awareness and student engagement via platforms such as Instagram, YouTube, TikTok, MailChimp.
  - Supervise/manage the Student Affairs Assistant, ensuring that the day-to-day provision of the student life department is maintained to a high standard.
  - Undertake an active role in the wider Student Affairs team, responding to student enquiries appropriately and efficiently, and supporting effective student communication.
  - Work closely with the Residence Life Manager on a daily basis, escalating issues to the Associate Director, Student Support & Operations as necessary.
  - Be a primary member of the on-call team, with responsibility for 1 in 2 weeks of on-call coverage whilst students are in residence.
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#### Principal duties and responsibilities

1. Assist in the efficient day-to-day operation of student life, supporting Student Affairs activities.
2. Deal with out of hours issues and emergencies efficiently and professionally, as part of Student Affairs on-call team.
3. Work with the in-house counsellor on providing mental health assistance and support for students.

4. Manage and expand effective engagement and communication with students.
  5. Manage the daily tasks and workload of the Student Affairs Assistants.
  6. Liaise daily with Residence Life including, Residence Life Manager, Housekeeping, Maintenance and Security staff on student incidents, wellbeing and behaviour.
  7. Complete and update incident reports proactively.
  8. Co-lead the arrivals and departures processes from planning to delivery, escalating issues to the Associate Director, Student Support & Operations as necessary.
  9. Receive and respond to students' enquiries and personal concerns efficiently in line with BU policies, and escalating to the Associate Director, Student Support & Operations as necessary.
  10. Conduct initial disciplinary meetings with students as required.
  11. Work as part of the Student Affairs team delivering BU's extensive social and cultural programme: designing, developing and managing the social programme and providing support for the residential and cultural programme.
  12. Development and expand student engagement digitally via platforms the most relevant social media platforms e.g. Instagram, YouTube etc
  13. Keep up to date with Covid-19 policies and advice from the US and UK governments, CDC and NHS.
  14. Oversee student compliance with regards to Covid-19 policies such as testing and reporting.
  15. Understand and support the requirements of the UKVI Student Visa system.
  16. Be aware of and remain compliant with a number of required procedures and laws including incident reports, Title IX, Cleary Act, FERPA, diversity and inclusion etc
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**Principal working relationships – *whom the role interacts with on a regular basis:***

Students

Associate Director, Student Support & Operations

Residence Life Manager

Student Affairs Office staff

Maintenance and Housekeeping teams

Security staff

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**Job qualifications & competencies - *qualifications, skills and attributes required for role:***

Essential:

- Experience of being on-call, responding under pressure and competent in managing emergency situations following agreed procedures.
- Available to work occasional weekends and evenings (agreed in advance, compensated with time in lieu).
- Experience of higher education and student services.
- Flexible, proactive and responsive.
- A calm, professional manner.
- Excellent attention to detail.
- A positive, enthusiastic can-do attitude and a genuine interest in working with students.
- An ability to solve problems, identify serious issues and work in confidential situations.

- An ability to work with colleagues at all levels, building rapport and establishing productive working relationships.

Desirable:

- Good understanding of the issues for students studying and living in London and passion for life in London and the UK.
- Experience of working in a culturally diverse environment.
- Experience of mental health first aid.
- Experience and/or knowledge of working with international students experiencing cultural adjustment.

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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.