



**Boston University** Study Abroad  
London

### **Job Description**

#### **Residence Life Supervisor - £719 per month (live-in): Summer 2023**

This position is open to candidates with the right to live and work in the UK free from restrictions. 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 occupancy studio flat and receive a monthly stipend.

The position is initially offered on a minimum 12-week basis to cover the Summer semester. All new RLS appointments are given an initial semester only contract, where depending on performance, staffing levels and operational needs, contract extensions may be offered. Total length of RLS employment contracts are limited to 2 calendar years of the original start date.

#### **Purpose:**

The Residence Life Supervisor is part of a team of 9-11 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. 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 able to work well under pressure
- Excellent team player who can also work on own initiative

- 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 conflicts & culture shock, and helping them to make the most of their time in London
- Act 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.
- Recognises the nature of the role will require flexibility due to unforeseen circumstances.
- 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. Must reside in the assigned housing when students are in residents. If an RLS needs time away this must be requested and approved in advance from the Residence Life Manager or Associate Director for Student Life and Operations.

2. Help respond to any emergency and provide pastoral support when needed. The RLS will be alerted by a call to the emergency phone, message from the RLM, WhatsApp, or another similar method.
3. Attend multiple individual and team meetings during the semester as agreed with the Residence Life Manager.
4. Be on call 2 or 3 days per week on a rota basis. When on call, RLS are restricted to a 20-minute travel time of the residences. On call requirements may change per semester depending on team numbers.
5. Able to work at weekends and be on call as part of the rota and must check in with students for events that may depart at weekends when on call.
6. 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. Arrange a series of social events for their students to help foster relationships between students and to integrate them into their host community.
8. Be available to help with Arrivals – usually on a Saturday and Sunday. Exact dates found below.
9. Be available to help with Departures – usually on a Friday or Saturday. Exact dates found below.
10. Available for preparation meetings and training e.g. emergency and mental health first aid, security and refresher training etc prior to the start of each semester.
11. 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.
12. 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.
13. Report maintenance issues into the appropriate staff and working together to ensure issues are resolved promptly.
14. Complete a log of all on-call situations and call outs regardless of severity.
15. Alert staff without delay to serious medical or other urgent issues affecting students.
16. Submit incident reports for any event involving a student who is injured, visits hospital or suffers a serious personal issue.
17. Responsible in handling personal data of students and following BU GDPR processes with data use and storage.

## **Essential Attendance Requirements**

*Summer 2023*

Required Summer Training Day(s): Wednesday 17<sup>th</sup> May & TBC\*\* 2023

On-call rota starts: 20<sup>th</sup> May 2023

Day arrivals: 20<sup>th</sup> & 21<sup>st</sup> May **AND** 1<sup>st</sup> & 2<sup>nd</sup> July 2023

Departures: 1st July **AND** 12<sup>th</sup> August 2023

On-call rota ends: 12<sup>th</sup> August 2023

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.

\*\*Second training date will be confirmed at a later time but will be during the week of 15<sup>th</sup>-19<sup>th</sup> May 2023.\*\*