



<b>Job Title:</b> Student Experience Coordinator: Residential Life	<b>Department:</b> Student Experience Office (SEO)
<b>Reporting To:</b> Student Experience Manager	<b>Date Prepared:</b> September 2023
<b>Working Hours:</b> 37.5 hours a week Monday - Friday, 7.5 hours per day. This is a live-in role which requires flexibility and adaptability and will require evening work.	
<b>Position Summary:</b> <p>Working within the Student Experience Office (SEO) to coordinate student support and community building activities for students at Harlaxton, where they both live and study. The role acts as the first point of contact for students and handles a wide variety of issues faced by Study Abroad students, offering advice and support, and facilitating intentional experiences that enhance the student experience at Harlaxton.</p>	
<b>Education/Experience/Personal Qualities Required:</b> <ol style="list-style-type: none"><li>1. Legal right to work in the United Kingdom</li><li>2. Bachelor's degree or equivalent</li><li>3. 2-3 years' work experience in residential life and or student life/support services preferred</li><li>4. Excellent experience of working with university aged students and creating fun and varied community building activities</li><li>5. Highly organised, proactive individual who is able to prioritise well and work within tight deadlines</li><li>6. A team player who excels when working on own initiative</li><li>7. Willingness to collaborate, share and seek ideas and input from others, work flexibly and adapt to changing circumstances in a positive and calm manner</li><li>8. A highly professional and dedicated attitude to the performance of duties with a strong sense of discretion and confidentiality.</li><li>9. An appreciation and respect for diverse cultures, opinions, and values</li><li>10. An excellent communicator, both written and verbally with great motivational skills and the ability to adapt messaging to different audiences</li><li>11. A good problem solver and who is able to think on their feet</li><li>12. First Aid qualification or willingness to undertake training</li><li>13. Mental Health First Aid qualification or willingness to undertake training</li><li>14. Computer literate; essential knowledge of Microsoft Office Applications (Teams, Word, Excel, PowerPoint, Outlook). Previous experience of using Canva is useful.</li></ol>	



## **Duties and Responsibilities:**

### **1. Community Building**

- Promoting a sense of belonging, and a positive, inclusive, and respectful community to all Harlaxton residents.
- Facilitating, contributing to, promoting, and attending a range of inclusive events.
- Being proactive in identifying and addressing behaviours that do not align with the Harlaxton community guidelines.
- Providing support and mentoring to the Special Events committee and planning, organising and executing events in an effective, cost efficient and coordinated manner.
- Conducting monthly community meetings for intentional community building, broadcasting information, and explaining and reinforcing policies and procedures.

### **2. Residential Wellbeing**

- Establishing positive relationships with all Harlaxton residents by being available, visible, and approachable including outside of office hours.
- 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 students with information and assistance in dealing with personal, academic, concerns, and making appropriate referrals.
- Being aware of students who may be experiencing difficulties, including those who are not engaging with others or who are difficult to reach.
- Mediating roommate conflicts.
- Supervising the student Residence Assistance and the Residence Life Interns; assigning work, communicating messaging to be broadcast and providing support and guidance.

### **3. Health and Safety**

- Upholding and complying with all Harlaxton health and safety regulations and policies.
- Providing a first response to emergency or crisis situations.
- Acting as a Fire Marshal during regular fire drills.



- Communicating any and all building related concerns and damages to the Maintenance Team swiftly.

#### **4. Student Experience Office Support**

- Acting as SEO subject matter expert, assisting with enquiries about college programs, manor rules and regulations, local knowledge, college trips, student events and activities plus many more topics, and responding in a timely manner whether that be in-person, by email, or via GroupMe
- Supporting the SEO office with preparations for arrivals and departures.
  - Preparing arrival packs
  - Travelling to London Heathrow airport to greet the incoming students and escort them back to Harlaxton, if required
  - Participate in the planning and delivery of student and faculty orientations
  - Preparing for and assisting with the check-out process and coordinating a series of activities (e.g., film fest, sardines etc.) with the SEO interns for the final night
- Acting as a courier for college sponsored day or weekend trips, ensuring the timely departure of the coach, the safety of students on the journey and ensuring that the entrance to the attraction goes smoothly
- Creating content for the student social media channels including taking insightful photos around Harlaxton of student events and activities
- Assisting the Student Experience Team Leader and Student Experience Manager with weekly, monthly, and quarterly reports

#### **5. Other Duties**

- Reporting any Title IX concerns immediately, you will be fully trained on Title IX awareness and reporting procedures
- Covering and ad hoc duties that may arise
- Other duties as assigned

**This job description describes the principal purpose and main elements of the job. It is a guide to the nature and duties of the job as they exist currently, but it is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment.**