



## Job Description

### Residence Life Coordinator

#### Position overview

<b>Department</b>	Residence Services; Residence Life Team
<b>Location</b>	All University Sites - Devon House, Marble Quay, Moretown, and Portsoken, plus within the Student Residence Halls.
<b>Term</b>	Full-time; Fixed-Term
<b>Salary Range</b>	£25,696.44 per annum (pro rata) + paid for accommodation in London for the length of employment
<b>Benefits</b>	<p>Pro rata 25 days holiday allowance plus 5 days winter break (excl. Bank Holidays).</p> <p>The university supports staff maintaining a good work/life balance, offer flexible working and parental leave opportunities, an Employee Assistance Programme which provides free, confidential advice on both home and work concerns as well as optional private medical insurance, season ticket loans and being part of the cycle to work scheme.</p>
<b>Direct Reports</b>	None
<b>Reports to</b>	Residence Life Supervisor(s)
<b>Start</b>	ASAP

#### The role:

**Please note, while this position includes accommodation, this accommodation is not fixed and has a possibility of changing in order to meet institutional needs.**

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Northeastern University London (the University) is hiring multiple Residence Life Coordinators (RLCs) to be based in London, England. The Residence Life Coordinator will help support the physical, emotional, social, and academic needs of approximately 1400 Northeastern University first-year cohort students and/or study abroad students participating across multiple programs. RLCs are directly responsible for a group of up to 55 students.

The University offers admission and enrollment programme opportunities that advance the university's global mission and help meet students' needs.

Students who apply for admission to Northeastern University Boston (Northeastern) may be offered direct entry into some of these specialised entry and pathway programmes.

The RLC will provide pastoral support to a group of residential students who are studying at the University for one or more semesters. This is an in-person position that requires site staff to live in the student accommodation. Under supervision from the Residence Life Supervisors (RLSs) and Residence Life Managers (RLMs), the person in this role will serve within an on-call rotation and will be required to work non-traditional hours (evenings, weekends, bank holidays, etc.) to help support co-curricular programming and manage escalated student emergencies.

### **Duties and Responsibilities**

- Plan, propose, and implement multiple programs using the Residential Curriculum, for an assigned group of up to 55 students. The majority of events will take place in or around a residence hall, however select events will be held in wider London.
- Work with building peers (Senior Residence Life Coordinators & Residence Life Coordinators) to plan, propose, and implement building wide programs for all the University students in one assigned residence hall.
- Manage individual programming budget, ensuring appropriate and accurate use of funds throughout the academic year.
- Encourage student academic success, respond to student concerns and connect students to on-site academic, medical and mental health resources. Support measures include monthly one-to-one meetings with students.
- Report and escalate students of concern to the Residence Life Supervisor and/or Residence Life Manager.
- Participate in an 24/7 on-call rotation to support the safety and wellbeing of students within the residence halls. RLCs will serve as the primary staff member on-call with support from SRLCs, RLSs, and RLMs as necessary.
- Conduct student check-ins, potentially outside of working hours, within the halls of residence as necessary, submitting any relevant reports and/or follow-up notes to the supervisor team.
- Serve on a Residence Services Committee to further the development of

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department initiatives, staff bonding, and collaboration with other departments within the institution.

- Attend bi-weekly 1:1 meetings with supervisor, weekly team meetings, and monthly departmental meetings to stay apprised of departmental and institutional updates.
- Work large-scale events such as arrivals and departures weekends, end-of-year parties etc., and other institution-wide events. Some of these may take place during unsociable hours and/or weekends.
- Use various software platforms, such as Microsoft 365 Copilot, TargetConnect, Salesforce, Quercus etc. to track and monitor student progress, student engagement, and incident reporting.
- Foster a positive work environment with a good team spirit, including the wider support teams, with student experience at the forefront of all efforts.
- Undertake additional responsibilities as assigned by a member of the Residence Life Leadership Team.

### About the University

Founded in 2012, Northeastern University London (formerly known as New College of the Humanities) has established itself as a prestigious higher education institution based in the heart of London. Northeastern University London is part of Northeastern University's Global Campus Network. Positioned as top ranking in the USA, Northeastern has campuses in Arlington, Boston, Charlotte, Miami, Oakland, San Jose, and Seattle in the USA, and Toronto and Vancouver in Canada.

After becoming part of Northeastern University's global network in early 2019, the University has undergone a period of rapid growth, having been granted Taught Degree Awarding Powers in February 2020 and moved to a new, state-of-the-art campus in 2021.

Northeastern University London offers a vibrant, collegiate community delivering broad and academically rigorous degree programmes, designed to equip graduates with the combination of skills and knowledge that are increasingly desired by organisations, employers, and society. It offers state-of-the-art audio-visual technology in its teaching and meeting spaces across the organisation.

### Person Specification Criteria: [E] Essential / [D] Desirable

To undertake this role, the following should apply – should you not have the experience below, please do highlight where transferable skills would assist with you undertaking the role.

1. Bachelor's degree or equivalent professional or vocational experience in a relevant field such as Higher Education, International Education, Student Development, or Youth Working [E]
2. Experience living, working or studying abroad [D]

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3. Experience with crisis response management, mediation, and conflict resolution [D]
4. Flexibility and demonstrated ability to excel in fast-paced environments, navigate ambiguity, and take actions that satisfy diverse interests [E]
5. Experience being part of a diverse team, working with different personalities, and the ability to communicate effectively across different groups [E]
6. Proven ability to work well under challenging conditions, demonstrate sound judgement, and take actions that satisfy a wide range of interests whilst achieving programmatic goals [D]
7. Experience of event planning and delivery in line with specific written outcomes [D]
8. Proven ability to balance professional relationships with students and staff when living and working in close proximity [D]
9. Considerable experience appropriately handling sensitive information in line with GDPR and FERPA regulations, as well as departmental standards [E]
10. Prior experience with a live-in role and/or understanding of the challenges of living among the student body and/or staff you work with. [D]
11. Strong knowledge of the City of London [D]
12. Experience of UK & US School and Higher Education Systems [D]

### **Additional Information**

#### **Enquiries**

Informal enquiries may be made to the Residence Life Leadership Team ([residence.life@nulondon.ac.uk](mailto:residence.life@nulondon.ac.uk)). However, all applications must be made in accordance with the application process specified.

#### **Application Process:**

Participation in the equal opportunities section is encouraged, but voluntary.

Applications must include a covering letter of no more than one page that addresses the criteria for the role and a full curriculum vitae.

- Interviews are expected to commence w/c 17<sup>th</sup> March,

**Please note this role may require a basic or enhanced DBS check. Our organisation acknowledges the duty of care to safeguard, protect and promote the welfare of our students and staff, and is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice and Ofsted requirements. You must adhere to the above if you are offered a role with NU London.**

Applications are welcome from all sections of the community and will be judged on merit

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alone. We welcome applications from all underrepresented groups, including the Global Majority. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006.

**Please note that this role is not eligible for visa sponsorship.**