



Boston University Study Abroad
London

JOB DESCRIPTION

Job Title: **Residence Life Manager (live-in position, single occupancy)**

Position reports to: **Assistant Director, Student Support & Operations**

Role of Department

The Residence Life Manager will support the delivery of student support services at BUSA London, including the delivery of a high standard of student resources, engagement activities, welfare provision, and housing for approximately one thousand BUSA London students per year. The Residence Life Manager will coordinate the daily provision of a high standard of welfare support and pastoral care in residence and student life activities.

Primary purpose of job

- To provide support on wide range of residence life and student life issues, working flexibly across BU London residences and the Academic Centre, ensuring that students receive the support they need.
- To help create 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.
- To manage the Resident Life Supervisor team on daily basis, escalating issues to the Assistant Director, Student Support & Operations as necessary.
- To undertake an active role in the wider Student Affairs team, responding to student enquiries appropriately and efficiently, and supporting effective student communication.
- To work closely with the maintenance and housekeeping team on a daily basis, escalating issues to the Assistant Director, Student Support & Operations as necessary.
- To design and deliver a programme of social activities within housing to develop community and cohesion in residence life.
- To supervise and coordinate all out-of-hours student support and emergency response among the RLS team.
- To be a primary member of the on-call team, with responsibility for 1 in 2-3 weeks of on-call coverage.

Principal duties and responsibilities

1. To deal with out of hours issues and emergencies efficiently as part of Student Affairs on-call team in a professional manner.
2. To assist in the efficient day-to-day operation of residence life, with support for Student Affairs activities.

3. To manage the daily tasks and workload of the Residence Life Supervisor team.
4. To liaise on a daily basis with Housekeeping, Maintenance and Security staff on student incidents, well-being and behaviour, and on housing maintenance requests, and to manage security staff record-keeping throughout the year.
5. To ensure the emergency manual and logging of health and safety is up to date.
6. To coordinate the allocation of housing every semester and deal with any related issues, escalating issues to the Assistant Director, Student Support & Operations as necessary.
7. To lead the Arrivals and Departures processes from planning to delivery, escalating issues to the Assistant Director as necessary.
8. To receive and respond to students' enquiries and personal concerns appropriately and efficiently in line with BU policies, and escalating to the Assistant Director as necessary.
9. To work as part of the Student Affairs team delivering BUs extensive social and cultural programme: designing, developing and managing the residence life social programme and providing support for the wider social and cultural programme.
10. To coordinate the production and dissemination of relevant and updated information throughout the main building and student residences, including posters, printed and digital materials.
11. To support the social communication and communication with students.
12. To understand and support the requirements of the UKVI Tier 4 system.
13. To be aware of and remain compliant with a number of required procedures and laws including: incident reports, Title IX, Cleary Act, FERPA etc

Principal working relationships – *whom the role interacts with on a regular basis:*

Students
 Assistant Director, Student Support & Operations
 Residence Life Supervisors
 Student Affairs Office staff
 Housekeeping staff
 Maintenance team
 Security staff
 Operations Consultant

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

Essential:

- Significant experience in a building services/facilities management role in a residential capacity.
- Knowledge and experience of higher education and student services, including student housing.

- Experience of being on-call, responding under pressure and competent in managing emergency situations following agreed procedures.
- Calm, professional manner.
- Flexible, proactive and responsive.
- Excellent attention to detail and enjoys working under pressure.
- An ability to problem solve and identify serious issues and work in confidential situations.
- An ability to work with colleagues at all levels, building rapport and establishing productive working relationships.
- Line management experience with the ability to develop an effective team.

Desirable:

- Experience of working in a culturally diverse environment.
- Good understanding of the issues for students studying and living in London and passion for life in London and the UK.

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.