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**Job title:** Residential Life Coordinator

**Reports to:** Residential Life Manager

**Department:** Student Operations and Support

**Location:** Brighton,Moulsecoomb

**Grade:** 5

**Purpose of the role**

To enhance the student experience through the provision of a support network for students in university accommodation through the Residential Life programme. To work closely with the Residential Life Manager to deliver, review and continually improve the Residential Life Programme in accordance with the needs of our students. To welcome and engage proactively with students living in halls of residence creating a smooth transition into University life. To provide pastoral support, guidance, advice and onward referral where appropriate.

The post holder will lead on the recruitment, training and management of a team of Student Residential Advisers and the delivery of a planned events programme of social events. The post holder will also work alongside the team of Staff Residential Advisors across the halls of residence to maximise the support network and services available to students out-of-hours.

**Line management responsibility for:**  The role will supervise a team of voluntary Student Residential Life Advisors

**Residential Life Programme Objectives:**

* Create a safe and supportive living environment to enrich the student experience.
* Build a peer-to-peer support network based on friendship and mentoring.
* Foster a sense of belonging through the delivery of co-curricular activities.
* Provide pastoral support and advice to students living in halls.
* Improve collaboration between university departments to benefit students.
* Generate a cooperative living environment and resolve student issues early.
* Encourage student leadership and engagement to develop skills and employability.
* Develop and engender a sense of self responsibility within the student community.
* Improve access to information, touchpoints, sign-posting and referrals for students.

**Main areas of responsibility:**

**Management**

* To organise the recruitment and training of the Student Residential Advisers to ensure they have the appropriate knowledge and guidance to fulfil their roles safely and effectively.
* To provide support and leadership to the Student Residential Advisers. Ensuring performance reviews are carried out and the team is provided with ongoing training and development opportunities. Organising the rota cover and providing regular supervision sessions.
* To support the Residential Life Manager with the administration and management of the Residential Life programme. For example, ensuring accurate records are kept of events and expenditure. Contributing to the review of expenses and budgets so resources are used efficiently to achieve maximum return on investment.
* To contribute to regular reviews of the Residential Life programme reporting to the departmental management team with recommendations for future improvements.

**Student Engagement and Community Building**

* Responsibility for the creation, promotion and delivery of a programme of social events and co-curricular activities in the halls of residence.
* To work in partnership with other university departments such as Sport Brighton, International Student Office, C-Change and the Student Union to improve student engagement and community building.
* Work with University students and residential communities to resolve conflict or disputes, and to address low-level behavioural issues at an informal level.

**Pastoral Support, Referral and Retention**

* To identify students who may be experiencing difficulties and provide pastoral support, guidance and appropriate referral.
* To respond to and escalate student wellbeing concerns via appropriate risk assessment and liaison with the Residential Life Manager and wider Student Wellbeing Team when required.
* Collaborate with other departments such as C-Change and the Student Union with campaigns and wellbeing initiatives.

**Service Delivery**

* To ensure the delivery of excellent customer service and continual improvement.
* To support the Residential Life Manager to ensure that agreed targets and key performance indicators are both met and continuously monitored and reviewed.
* To assist the Residential Life Manager with the evaluation of the programme, for example assisting with focus groups and the end of the year survey.
* To attend departmental and external meetings as and when required to share knowledge and good practice.

**General responsibilities**

These are standard to all University of Brighton job descriptions.

* To undertake other duties appropriate to the grade and character of work as may be reasonably required, including specific duties of a similar or lesser grade.
* To adhere to the University’s Equality and Diversity Policy in all activities, and to actively promote equality of opportunity wherever possible
* To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act.
* To work in accordance with the General Data Protection Regulations.



The person specification focuses on the knowledge, qualifications, experience and skills (both general and technical) required to undertake the role effectively. Please ensure that your application demonstrates how you meet the essential criteria. You will be assessed by your completed application form (A), at interview (I) and in some instances through an exercise (E).

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| **Essential criteria**  |  | **A, I, E** |
| **Knowledge** | * Understanding of welfare and diversity issues facing students in Higher Education
* Able to cooperate with and build effective working relationships with others
* Able to motivate a team and encourage team spirit
* Listening skills, with an ability to empathise with and be sensitive to the needs of others.
* Able to understand boundaries and when to escalate matters to senior colleagues
* Organisational skills to be able to organise events
* Pro-active, with a flexible, collaborative approach to working in a team
* Effective written and verbal communication skills with an ability to present to groups of students
* Possess an ability to negotiate and mediate where there are minor issues.
* Knowledge of relevant legislation including Health and Safety, Equality and Diversity, and Data Protection regulations
* Administrative skills to be able to plan and prioritise work effectively and maintain accurate records.
 | **A, I****A, I****A, I****A, I****A, I****A, I****A, I****A, I****A, I****A, I****A, I** |
| **Qualifications** | * Degree/NVQ 6 or equivalent experience
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| **Experience** | * Experience of having worked with and supported young adults in a variety of settings
* Experience of supervising or mentoring individuals and/or a team on a day to day basis
 | **A, I****A, I** |
| **Managing people** | * N/A
 |  |
| **Technical/work based skills** | * Competency in using social media tools – for example, Facebook, twitter, and webpages
* Ability to use Microsoft Office (Word, Excel, PowerPoint, Outlook).
 | **A, I****A** |
| **General requirements** | * The role will require regular inter-site travel between halls of residence and campus areas.
* The role will require a disclosure and barring service check (DBS)
* Willing to work occasional weekends and unsocial hours
 | **I****A,I****A,I** |
| **Desirable** | * Experience of planning and managing small events
 | **A** |

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* Any appointment is generally made at the bottom of the salary range for the grade dependent upon experience and previous salary.
* This is a full time (37.00 hours per week) post, and is permanent.
* The University of Brighton welcomes job sharers. Job sharing is a way of working where two people share one full-time job, dividing the work, responsibilities, pay, holidays and other benefits between them proportionate to the hours each works, thereby increasing access to a wide range of jobs on a part-time basis. The advert for the post for which you are applying will indicate whether applications from job sharers can be considered (this may not be possible for a post that is already part time for example) and further information can be found on the ‘Balancing Working Life’ section here [Benefits and facilities](https://www.brighton.ac.uk/about-us/working-with-us/jobs/benefits-and-facilities.aspx).
* Annual leave entitlements are shown in the table below and increase after 5 years’ service. In addition, to the eight Bank Holidays, there are university discretionary days between Christmas and New Year. All leave, including bank holidays and discretionary days, is pro-rated for part time employees.

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| **Grades** | **Basic entitlement per year** | **Grades** | **After 5 years’ service** |
| 1-3 | 23 days | 1-3 | 28 days |
| 4-7 | 25 days | 4-7 | 30 days |
| 8-9 | 27 days | 8-9 | 30 days |
| Band 10 and above | 30 days | Band 10 and above | 30 days |

* Read the University’s [2016 - 2021 Strategy](https://www.brighton.ac.uk/practical-wisdom/index.aspx)
* The University has an attractive range of benefits and you can find more information about them on our [website](https://www.brighton.ac.uk/about-us/working-with-us/jobs/benefits-and-facilities.aspx).