



## 1 Advertisement

**Post Title:** Residential Community Coordinator

**School/department:** Campus & Residential Support, Student Experience Division

**Hours:** Full time

**Contract:** Fixed term – 23 month contract, Live-In

**Reference:** 2170

**Salary:** starting at £21,814 and rising to £25,217 per annum

**Placed on:**

**Closing date:** 14 October 2019. Applications must be received by midnight of the closing date.

**Expected Interview date:** ASAP

**Expected start date:** Negotiable

A vacancy has arisen for the post of **Residential Community Coordinator** within the Student Experience Division of the University of Sussex. The post holder will be responsible for assisting the Campus & Residential Support Management team in providing pastoral care and out of hours support to students in University managed accommodation.

The post includes conflict resolution, crisis response and office hours at a busy information desk so excellent interpersonal skills are important.

The post holder will be part of a rotating shift pattern so a flexible approach to work patterns is essential. Also, the post holder will be required to be part of an out-of-hours duty rota and therefore may be called upon to respond to urgent issues or follow up on potential welfare concerns during evenings, nights and/or at weekends. To facilitate this aspect of the role the successful applicant will be offered a package with the expectation that they will live in on-campus University managed accommodation in a single person studio flat.

The person we are looking for should have a sincere interest and understanding of the needs of students, and be able to communicate effectively with residents, university staff and external bodies both orally and in writing.

For full details and how to apply see our [vacancies page](#)

*The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.*

## 2. The Division \*

Student Experience provides a range of support services focussed on improving the student experience, both directly to students and also to colleagues in Schools and Departments.

Please find further information regarding the division at

[www.sussex.ac.uk/student-services/services/](http://www.sussex.ac.uk/student-services/services/)

## **Key services**

- Campus & Residential Support
- Student Life Centre
- International Student Support
- Student Support Unit
- University Counselling Service
- Health & Wellbeing
- Chaplaincy
- Careers & Employability Centre

## **The Department\***

The Campus and Residential Support team (CRS) manages the behaviour, welfare and critical incidents for all students on campus or living in University managed accommodation. Our team provides 24 hour pastoral care support and provides or coordinates welfare support both internally and in partnership with external support services (NHS, Adult Social Services, Local Hospitals, Campus GP Surgery). CRS is part of the Student Experience and we work extremely closely with colleagues across the division as well as colleagues in Security Services, Housing Services and Building Management teams (SEF).

The CRS team also provides an 'out of hours' crisis advice line to students in the private sector.

The University has signed up to the UUK Code of Practice for the Management of Student Housing. Emphasis is placed on assisting students in a professional and caring manner.

The Campus and Residential Support Team comprises of Residential Support Managers (2), Campus Support Officers, Residential Community Coordinators (3) and a student team of 78 Residential Advisors including 10 RA Team Leaders.

## **3. Job Description**

### UNIVERSITY OF SUSSEX

Job Description for the post of: Residential Community Coordinator

Department	Campus & Residential Support
Section / Unit / Location	York House
Grade	Clerical & Related, Grade 4
Responsible to	Residential Support Manager(s)

## **Main Purpose:**

- (a) To assist in the supervision of the Residential Advisors Scheme, including helping with recruitment, selection, training and on-going supervision.
- (b) To assist in providing welfare support to students in University owned and managed accommodation both on and off campus and in Homestay accommodation.
- (c) To respond to unsatisfactory student behaviour within the residences.
- (d) Responding to out of hours emergencies and incidents.
- (e) Organise and facilitate social programs in the residences.
- (f) Monitor and assist in the management of web and social media sites.

## **Hours of Work:**

The core hours of work compromise of a 37.5 hrs working week. Post holders share a duty rota which will include collectively covering hours 09:00 am to 10:00 pm daily (these hours may vary during the vacation periods and regularly planned special events). In addition, the post holder will be required to respond to emergencies and/or incidents at other times outside of the core hours (i.e. evening/nights and at weekends) should the need arise. There will be a requirement to follow up potential welfare issues, hold case review meetings, RA progress meetings and attend to reported urgent problems. Any extra hours worked outside of the normal core hours will be taken in TOIL.

## **Specific Duties:**

### **1. Student Welfare**

- (a) Maintain regular contact with the Campus Support Management Team in order that appropriate information regarding the residences and residents may be communicated.
- (b) Assist residents and Residential Advisors with confidential help and advice when sought and signposting residents to the services internally and/or externally as appropriate.
- (c) Case management of complex ongoing welfare concerns (with support).
- (d) RCCs will be required to be on a one in three out-of-hours duty rota responding to emergencies, crisis and welfare incidents.

### **2. Student Behaviour**

- (a) Are familiar with the residences and University policy and regulations.
- (b) Contribute to the maintenance and creation of a database of appropriate written reports.
- (c) Promote a harmonious living environment within the residences by encouraging students to live and work together in a considerate manner and conducting mediation sessions when necessary.

### **3. The Residential Advisor Scheme**

- (a) Helping to market the scheme.
- (b) Assisting in formulating, planning and presenting pre-academic year training which could involve:

- (i) The booking of accommodation, meeting rooms, meals and refreshments.
- (ii) Organising evening activities over the training period to encourage team awareness and networking.
- (iii) Presenting and explaining the skills which are necessary for students to operate as RA's in the student environment. (For example Listening skills, basic counselling, handling awkward situations (including conflict resolution), equal opportunities and cultural awareness).
- (iv) Facilitating role play and discussion groups.
- (c) Assist in Residential Advisor selection process: RCC's must be available for both full days of interviews with new RA applicants.
- (d) Social programming: assist in the in the management, creation and co-ordination of residential social programming activities.

#### 4. Other Duties

- (a) Attend regular team meetings with the Campus & Residential Support Management Team to discuss issues and where possible to contribute ideas and information in order that services provided within the residences are improved and developed.
- (b) Foster a good working relationship with the Porters, Cleaners, Building Managers, RAs and Security staff on campus.
- (c) Be available to work arrivals weekend prior to the first term.
- (d) Demonstrate continued commitment to professional development.
- (e) Maintain a positive and constructive profile around campus and in the community.
- (f) Assist in the advertising of and positive representation of the team, promote wellbeing and welfare issue within the student populous and wider community via social media and Comms.

#### Further Information

This job description sets out the current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

#### 4. Person Specification

##### SKILLS / ABILITIES

	Essential	Desirable
The ability to communicate clearly both orally and in writing. Including the ability to write clear and precise reports	*	
Excellent IT skills including a working knowledge of Microsoft office packages	*	
Ability to organise and prioritise work and time effectively; paying close attention to detail	*	
An ability to market schemes to a student audience		*
An ability to employ basic counselling skills		*

## KNOWLEDGE

	Essential	Desirable
Understanding of common student welfare issues	*	
Knowing where and when to sign post students towards further support internally and externally.		*
Understanding of equality issues and a commitment to providing a fair service, which positively recognises and takes into account the differing needs and experiences of individuals		*
Insight into the risks of lone working and how to manage them		*
Understanding of operating the Residential Life and social programming models	*	

## EXPERIENCE

	Essential	Desirable
Experience of working within a team	*	
Experience of working within a customer facing environment	*	
Experience of providing a service to young adults		*
Experience of dealing with emergency situations in a measured and appropriate manner		*
Successful experience of organising well attended social activities		*
Successful experience of case work		*
A proven experience of dealing with distressed people who may be under the influence of drink or drugs		*
Successful supervisory experience	*	

## QUALIFICATIONS

	Essential	Desirable
Degree or relevant professional qualification	*	
GCSE English and Maths to grade C standard or equivalent	*	

## PERSONAL ATTRIBUTES AND CIRCUMSTANCES

	Essential	Desirable
A willingness to providing flexible cover for colleagues and work additional hours when required	*	
Ability to keep confidential information in line with University policy	*	
Willingness to live on Campus for the duration of your contract as your permanent residence	*	

Willingness to be on call	*	
An understanding of how to react appropriately to complex issues	*	
An ability to live amongst the student community yet keep appropriate professional boundaries	*	