1 Advertisement

Post Title: Residential Support Manager  
School/department: Campus & Residential Support, Student Experience  
Hours: Full time  
Contract: Permanent (Live in)  
Reference: 2676  
Salary: starting at £33,797 and rising to £40,322 per annum (accommodation provided)  
Placed on: 6 January 2020  
Closing date: 3 February 2020  
Expected Interview date: 10 February 2020  
Expected start date: As soon as possible  

A vacancy has arisen for the post of **Residential Support Manager** within the Student Experience Division of the University of Sussex. The post holder will be a member of the Campus & Residential Support management team, providing pastoral care and out of hours support to students in University managed accommodation.

Due to the nature of the post, the post holder will be required to be part of an out-of-hours duty rota as there will be a requirement to follow up potential welfare issues, advise on or attend any urgent incidents that may occur. A flexible approach to work patterns is therefore essential. For the better performance of their duties, the successful applicant will be required to live in on-campus University managed accommodation in a self-contained property.

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](#)  
If you would like an informal conversation about the role, please contact Wendy Tozer who can arrange for you to speak with a member of the team  
*w.j.tozer@sussex.ac.uk*

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

2. Senior leadership and management

The Vice-Chancellor (Professor Adam Tickell) is the senior academic officer and, as Chief Executive, is responsible to the University Council for management of the University. He is supported by an executive group, which includes the Deputy Vice-
Chancellor, the three Pro-Vice-Chancellors, the Chief Operating Officer, the Director of Finance and the Director of Human Resources. The Heads of the Schools of Studies at Sussex report to the Deputy Vice-Chancellor.

The Chief Operating Officer heads the Professional Services of the University. In addition, under the University Statutes, the Chief Operating Officer is Secretary to the University Council. The Director of Finance reports to the Vice-Chancellor, the Director of ITS and the Librarian report to the Chief Operating Officer.

3. 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.

Key services

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

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 and provides or coordinates welfare support both internally and in partnership with external support services (NHS, adult social care services, local hospitals, campus GP surgery).

CRS is part of the Student Experience Division 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 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 the Interim Head of Campus & Residential Life, Residential Support Managers (2), Campus Support Officer, Residential Community Coordinators (3) and team of 78 Residential Advisors including 11 Team Leaders.
4. **Job Description**

UNIVERSITY OF SUSSEX

Job Description for the post of: Residential Support Manager

Department: Student Experience

Section / Unit / Location: Campus & Residential Support York House

Grade: Grade 7

Responsible to: Interim Head of Campus & Residential Life

Responsible for: 3 to 6 Residential Community Coordinators (Interns) and joint management of 78 Residential Advisors

**Main Purpose:**

(a) Assist in the supervision of the Residential Life program.
(b) Management of the Residential Community Coordinators and Residential Advisors Scheme, including recruitment, selection, training and on-going supervision.
(c) Providing welfare support to students in University owned and managed accommodation both on and off campus and in Homestay accommodation.
(d) To respond and report unsatisfactory student behaviour within the residences.
(e) Managing (with support) out of hours emergencies, crisis and welfare incidents.
(f) Organise and facilitate social programs in the residences and or manage the social media program within the department.

**Hours of Work:**

Hours of work are notional but will but mainly will be Monday-Friday 09:00 am to 5:30pm (These hours may vary during the vacation periods). 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/night and at weekends) when the need arises. There will be a requirement to follow up potential welfare issues, hold case review meetings, RA and RCC progress meetings.
and attend to reported urgent problems. Compensatory time will be considered as and when.

Specific Duties:

1. Student Welfare

   (a) Assisting Residential Advisers and students with residential living related problems.
   (b) Management and coordination of residential social activities and social media events.
   (c) Responding to emergency calls and pastoral care issues from Security, the Night Porter, call centre and students as the need arises, particularly out of normal working hours.
   (d) Daily liaison with the Security Office and other duty staff as appropriate to ensure all out of hours incidents are logged and followed up as necessary.
      i. Liaising with Building Managers, Housing Services, academic staff and others as necessary to receive, monitor and resolve welfare issues.
      ii. Liaise and coordinate with internal and external services to manage students in crisis.

2. Student Behaviour

   (a) In conjunction with other members of the team, hold investigations into alleged behavioural issues, involving both single students and groups of students. (Drunkenness, drugs, violence, harassment, noise etc.) across campus.
   (b) Following up behavioural incidents and taking the appropriate action, which may involve formal disciplinary action.
   (c) Liaising with the Security Office and Student Discipline, as appropriate.
   (d) Liaising with the local Police officials and Social Services or similar, as appropriate.

3. The Residential Adviser Scheme

   (a) Lead on marketing and promoting the scheme.
   (b) Managing the selection process for Residential Advisers.
   (c) Managing, formulating, planning and presenting pre-academic year training
       which may 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. Liaison with external bodies such as the Fire Brigade, Police, Drug Awareness Groups and internal units such as the Student Union, Health & Safety and the Housing Management Team.

iv. 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).

v. Facilitating role play and discussion groups.

(d) Managing the ongoing supervision of Residential Advisers which includes:-

i. Maintenance of a database

ii. Holding regular meetings with the RAs/RCCs.

iii. Monitoring & reporting on individual RA/RCC performance.

iv. Ongoing improvements to the scheme.

v. An open door policy at all times.

vi. At all times ensuring that RAs fully understand their role in relation to the operation of the UUK Code of Practice for the Management of Student Accommodation.

(e) Holding out of hours review and progress meetings with Residential Advisers and Residential Community Coordinators and reporting on same.

4. Other Duties

(a) Assisting with student retention by meeting with new students who may be thinking of withdrawing.

(b) Organising and managing the Residential Life program which includes; social programming model, social media presence, advertising of scheme both online and across the university.

(c) Deputise as and when necessary for the Head of Campus & Residential Support

(d) Manage the Residential Community Coordinators

(e) Other duties that may be reasonably requested, particularly during the quieter vacation periods.

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.

5. **Person Specification**

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<th>SKILLS / ABILITIES</th>
<th>Essential</th>
<th>Desirable</th>
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<td>The ability to communicate clearly both orally and in writing. Including the ability to write clear and precise reports</td>
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<td>Excellent IT skills including a working knowledge of Microsoft office packages</td>
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<td>Ability to organise and prioritise work and time effectively; paying close attention to detail</td>
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<td>An ability to work effectively in a crisis situation</td>
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<td>Public speaking/Training provider</td>
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<tr>
<th>KNOWLEDGE</th>
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<tr>
<td>Understanding of common student welfare issues</td>
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<td>Experience of the Residential Life and social programming models</td>
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<td>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</td>
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<th>EXPERIENCE</th>
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<td>Experience of working within a team</td>
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<td>Experience of working within a customer facing environment</td>
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<td>Experience of providing a service to young people</td>
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<td>Experience of providing pastoral care</td>
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<td>Experience of lone working or out of hours support</td>
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<th>QUALIFICATIONS</th>
<th>Essential</th>
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<td>Degree or relevant professional qualification</td>
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# PERSONAL ATTRIBUTES AND CIRCUMSTANCES

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<td>A willingness to providing flexible cover for colleagues and work additional hours when required</td>
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<td>Requirement to live on Campus for the duration of your contract</td>
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<td>An ability to live amongst the student community yet keep appropriate professional boundaries</td>
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