1. Advertisement

**Post Title:** Residential Life Manager  
**School/department:** Wellbeing, Therapeutic and Residential Life Services, Student Experience Division  
**Hours:** Full time (37.5 hours a week) – flexible working options are not suitable for this post  
**Contract:** Permanent  
**Reference:** 5732  
**Salary:** starting at £33,797 to £40,322 per annum  
**Closing date:** 15 June 2021. Applications must be received by midnight of the closing date.  
**Expected Interview date via Zoom:** 22 June 2021  
**Expected start date:** ASAP

A vacancy has arisen for the post of Residential Life Manager within the Student Experience Division of the University of Sussex. The post holder will be a member of the Residential Life management team, providing pastoral care and out of hours emergency 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. To facilitate this aspect of the role the successful applicant will be offered a package with the expectation that they will live in rent-free, on-campus University-managed self-contained accommodation or within a maximum of a 15 minute drive from campus (must have own transport).

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.

Please contact Amy Moorhouse A.Moorhouse@sussex.ac.uk for informal enquiries

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 and department**

*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**

- Careers and Employability Centre
- Wellbeing, Therapeutic and Residential Life Services
- Student Conduct, Complaints, Appeals and Regulations
- International Student Support
- Student Life Centre
- Student Support Unit (disability support)
- Sussex Regional ACCESS Centre
- Student progress and administration
- Technology and enhanced learning
- Registration, assessment, compliance
- Academic quality

**The Department**

The University’s Residential Life services have recently become part of an area that looks to support students’ wellbeing more widely, recognising that residential life is critical to a good student experience.

The Residential Life Team is managed by the Head of Wellbeing, Therapeutic and Residential Life Services and comprises of 4 Residential Life Managers, 3 graduate interns and a team of 40 Residential Life Connectors.
3. **Job Description**

**UNIVERSITY OF SUSSEX**

Job Description for the post of: Residential Life Manager

**Division**  
Student Experience

**Section / Unit /**  
Residential Life

**Location**  
Currently York House

**Grade**  
Administrative Faculty, Grade 7

**Responsible to**  
Head of Wellbeing, Therapeutic and Residential Life Services

**Responsible for**  
Currently shared responsibility for 3 interns and 40 Residential Life Connectors

**Main Purpose:**

(a) Co-creation and promotion of Residential Life programme.

(b) Management of the interns and the Residential Life Connectors Scheme, including recruitment, selection, training and on-going supervision.

(c) Providing welfare support to students in University-managed accommodation both on and off campus.

(d) Managing out-of-hours emergencies or incidents of student crisis.

**Hours of Work:**

Hours of work are notional but will usually cover 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/nights and at weekends) when the need arises and according to a rota. There will be a requirement to follow up potential welfare issues, attend case review meetings, Connector progress meetings and attend to reported urgent problems. Any compensatory time for out-of-hours work will be taken within one week. The on-call rota lasts for one week at a time and can vary in frequency depending on time of year and demand etc.
Specific Duties:

1. **Student Welfare**
   - (a) Assisting Residential Life Connectors and students with problems related to residential living.
   - (b) Management and co-creation of residential social activities and social media events.
   - (c) Responding to emergency calls and pastoral care issues passed on from the Security team, the Night Porter, 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, other teams within the Division as necessary to receive, monitor and resolve welfare issues.
     - ii. Liaise and coordinate with internal and external services to manage students in crisis.

2. **The Residential Life Connector Scheme**
   - (a) Lead on marketing and promoting the scheme.
   - (b) Managing the selection process for Residential Life Connectors.
   - (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 Students’ Union, Health & Safety and the Housing Management Team.
     - iv. Presenting and explaining the skills which are necessary for students to operate as Residential Life Connectors 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 Life Connectors which includes:
     - i. Maintenance of a database
     - ii. Holding regular meetings with the Connectors/interns.
     - iii. Monitoring & reporting on individual Connector/intern performance.
     - iv. Ongoing improvements to the scheme.
     - v. An open door policy at all times.
     - vi. At all times ensuring that Connectors 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 Life Connectors and reporting on same

4. **Other Duties**

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

(b) Deputise as and when necessary for the Head of Wellbeing, Therapeutic and Residential life services

(c) Manage the Residential Life Coordinators

(d) 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.
## Person Specification

### SKILLS / ABILITIES

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<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>The ability to communicate clearly both orally and in writing. Including the ability to write clear and precise reports</td>
<td>✓</td>
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<td>Excellent IT skills including a working knowledge of Microsoft Office packages</td>
<td>✓</td>
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<td>Ability to organise and prioritise work and time effectively; paying close attention to detail</td>
<td>✓</td>
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<td>An ability to work effectively and calmly in a crisis situation</td>
<td>✓</td>
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<td>Public speaking/Training provider</td>
<td>✓</td>
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### KNOWLEDGE

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<tr>
<td>Understanding of common student welfare issues</td>
<td>✓</td>
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<td>Experience of the Residential Life and social programming models</td>
<td>✓</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>
<td>✓</td>
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### EXPERIENCE

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<th>Desirable</th>
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<td>Experience of working within a team</td>
<td>✓</td>
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<td>Experience of working within a customer facing environment</td>
<td>✓</td>
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<td>Experience of providing a service to young people</td>
<td>✓</td>
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<td>Experience of providing pastoral care</td>
<td>✓</td>
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<td>Experience of lone working or out of hours support</td>
<td>✓</td>
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### QUALIFICATIONS

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<th>Essential</th>
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<tr>
<td>Degree or relevant professional qualification</td>
<td>✓</td>
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<td>GCSE English and Maths to grade C standard or equivalent</td>
<td>✓</td>
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<td>Personal Attributes and Circumstances</td>
<td>Essential</td>
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<td>A willingness to provide flexible cover for colleagues and work additional hours when required</td>
<td>✧</td>
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<td>Requirement to live on Campus for the duration of your contract as your permanent residence or within 15 mins of campus with own transport</td>
<td>✧</td>
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<td>An ability to live amongst the student community yet keep appropriate professional boundaries</td>
<td>✧</td>
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<td>An enhanced DBS Check will be required</td>
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