City, University of London, Residential Life Co-ordinator

Prerequisites: Applicant must be a current student and have lived in halls previously to undertake these responsibilities, additionally you must be clear of any misconduct report issued against you.

Reports to: City Accommodation Team & Hall Manager

Hours: approximately 4hrs across a week

Applicant must also provide support during Arrivals Weekend and at the Open Days which fall within the academic year. Applicant must also be available for training during the two weekends preceding Arrivals Weekend – this training will be provided by hall staff.

Benefits: Rent reduction of £1000

Outline of Responsibilities:

To assist the Accommodation Office by being their point of contact with students who live in nominated third party halls, liaising between students, hall staff and the University Accommodation Team. Applicants will be genuinely interested in the welfare of fellow students and will be supportive of both them and the University in a proactive way. It is the role of the Residential Life Coordinator to help build a sense of community in the accommodation by bringing students together in social situations, to help them create strong ties with other students living in university accommodation.

Principal Responsibilities:

Administrative.

1. Attend induction training and on-going training throughout the year.
2. Assume a proactive role in new student orientation/tours or residential areas.
3. Check email daily.
4. Maintain active contact with the Accommodation Office.
5. Attend all Residence meetings.
6. Assist the Accommodation Office at special events including, but not limited to, Open Days and Offer Holder Visitor Days.

Policy Oversight

1. Help residents become aware of appropriate procedures, licence conditions, services and opportunities.
2. Help residents understand the realistic consequences of their behaviour.
3. Help manage inappropriate behaviour when it occurs, calling on Accommodation Officers and other support staff to assist if required, and take necessary follow up measures in accordance with Residential Advisor Protocols.
4. Be alert to early signs of potential problems and work to University preventative measures.
5. To recognise the boundaries of the role and work within them, seeking further advice and guidance from senior staff as necessary
Peer Support

1. Maintain a high profile and accessible presence for both residents and other hall staff.
2. Assist residents with personal, relational, social, cultural and academic goals whilst practising confidentiality and referral to appropriate other resources/services. This includes recognising problems and potential problems.
3. Create an environment in which individual differences are respected and celebrated.
4. Be a responsible role model by upholding and abiding by all University Student Code of Conduct regulations.
5. Maintain positive communications with fellow Students, Staff, Residential Advisors, and other members of University staff.
6. Provide an effective mentor and mediator service to residential students, to an agreed level of responsibility, escalating matters to appropriate internal staff/departments when required to do so.

Community Development

1. Have frequent contact with residents and encourage interaction amongst them.
2. Be aware of student issues.
3. Work closely alongside Student’s Union representatives and Student Services to promote activities which contribute to a beneficial and supportive living/learning atmosphere in residences.
4. Report back issues/matters to the Accommodation Office with the aim to help improve the provision offered.

Special Features

1. **Accommodation** – Residential Advisors are normally allocated accommodation at a specific hall
2. **Policy Compliance** – Residential Advisors are subject to the same policies, procedures and regulations as other residents.
3. **Allowance** – £1000 deducted from annual accommodation rental cost. Discount will be applied to the final rent instalment. The Allowance will cease upon Termination of the Licence Agreement.
4. **Termination of Residential Life Coordinator Responsibilities and associated Accommodation** - If a student wishes to no longer be a Residential Advisor, then they will not be entitled to the additional rent discount. Should any Residential Advisor be found guilty of any act of misconduct, as defined in the University’s Disciplinary Code and Procedures Relating to Students in Halls of Residence, then the Accommodation Office reserves the right to terminate either the students responsibilities as a Residential Advisor, their accommodation or both. In the event of the Residential Advisor responsibilities being terminated but not the accommodation allocation, the accommodation allowance will also be cancelled.