

BRIEF

Resident Coordinator 2020/2021

Title:	Resident Coordinator
Location:	Hawkshead Campus
Responsible to:	Senior Resident Coordinator / Residences and External Lettings Manager/Head of Campus Services
Role summary:	<p>To act as first point of contact and contribute to the wellbeing of students in the residential accommodation, by providing support, guidance and information. To help encourage students to settle in and adjust to life at the College. To be aware of and implement the policies and procedures of the College at all times. The Resident Coordinator will be required to reside on campus.</p> <p>Important note: X3 Resident co-ordinators required for September 2020 start and x3 for January 2021 start.</p> <p>The role will run in line with your signed Licence Agreement on a fixed term - 46 weeks for September or 28 weeks for January.</p>

Main activities and responsibilities

Tasks subject to reasonable adjustments in view of the prevailing Covid-19 situation.

- To be on-call on a rota basis throughout the year and assist with arranging cover in the event of sickness or absence of other Resident Coordinators to ensure 24/7 cover is provided. Monday to Thursday from 6.00pm – 9.00am. Weekend duties will commence from 6.00pm on Friday through until 9.00am on Monday. Bank Holidays will be treated as weekend duties.
- To play an active role in welcoming students during main arrival periods. *Task subject to reasonable adjustments in view of the prevailing Covid-19 situation.*
- With the assistance of the Accommodation Office, organise a welcome event for all residents. *Task subject to reasonable adjustments in view of the prevailing Covid-19 situation.*
- To be first point of contact for the resident student community and offer assistance with problems such as lost/misplaced keys etc.
- To give residents access into their rooms when keys have been lost or misplaced. *Task subject to reasonable adjustments in view of the prevailing Covid-19 situation.*
- To offer some initial advice and support to students who may be experiencing difficulties and point in the direction of the support services provided by the College.
- To attend a compulsory workshop with the RVC Advice Centre at the beginning of the Academic Year. Date to be confirmed.

- To attend one follow-up Resident Coordinator meeting a term with the Advice Centre.
- Provide appropriate information on the correct route to follow with any complaints.
- To be able to direct students to suitable outside agencies where necessary i.e. citizens advice bureau, Doctor's surgery etc.
- To be aware of policies and procedures pertaining to student accommodation including health and safety and fire safety as well as the reporting of maintenance and cleaning issues etc.
- Lead and coordinate monthly inspection of communal areas and kitchens within accommodation to ensure adequate housekeeping standards are maintained by residents. *Task subject to reasonable adjustments in view of the prevailing Covid-19 situation.*
- To provide information to on site Security regarding student activities and events on campus.
- To deal with reports of noise disturbance and/or disruptive behaviour.
- To report and maintain accurate records regarding any serious incidents and/or unreasonable behaviour by residents.
- To assist with accommodation inspections (communal areas only) to include Odiham Hall, Student Village and College Close. Inspection schedule to be arranged via the Accommodation Office. Maintaining accurate records and reporting this to the Accommodation Office. *Task subject to reasonable adjustments in view of the prevailing Covid-19 situation.*
- To liaise with the Senior Resident Coordinator in scheduling the RC rota, ensuring there is on call cover provided at all times. This rota must be prepared on a termly basis and sent to the Accommodation Office in advance.
- To liaise regularly and organise meetings each term with the Senior Resident Coordinator, Residences and External Lettings Manager and Accommodation Office.
- To act as first point of contact for first aid in Halls. Appropriate training to be given.
- To act as Fire Marshal for which appropriate training will be given.
- Any other duties as reasonably required.

Selection Criteria

- A. An awareness of students' needs and concerns
- B. An ability to communicate effectively
- C. An ability to work as a member of a team
- D. An ability to act tactfully and effectively in difficult situations
- E. An ability to retain confidentiality when dealing with students' concerns
- F. Availability throughout the term of the Licence Agreement
- G. A willingness to attend training sessions and meetings
- H. Able to demonstrate being calm under pressure
- I. Able to exercise common sense
- J. Able to demonstrate an understanding of equality and diversity and its practical application

Conditions of Resident Coordinator Role

On completion of the compulsory workshop with RVC Advice Centre, the College will offer discounted single bed accommodation to those who volunteer as Resident Coordinators. Until the compulsory workshop has been attended discounted rent will not apply. Due to the continual occupation of accommodation by students and other visitors to the College, the Resident Coordinator's position is in line with your signed fixed term licence agreement, including recess periods. The occupation of discounted accommodation is a condition of fulfilling the role of Resident Coordinator and the right to discounted rent shall cease immediately upon termination by either party.

FURTHER INFORMATION

Resident Coordinator 2020/2021

Title:	Resident Coordinator
Location:	College Grove Halls of Residence, Camden
Responsible to:	Residences and External Lettings Manager/ Deputy Director Infrastructure Services
Role summary:	To act as first point of contact and contribute to the wellbeing of students in the residential accommodation, by providing support, guidance and information. To help encourage students to settle in and adjust to life at the College. To be aware of and implement the policies and procedures of the College at all times. The Resident Coordinator will be required to reside in College Grove. The role will run in line with your signed Licence Agreement on a fixed term of 48 weeks.

Main activities and responsibilities

Tasks subject to reasonable adjustments in view of the prevailing Covid-19 situation.

- To be on-call on a rota basis throughout the year and assist with arranging cover in the event of sickness or absence of other Resident Coordinators to ensure 24/7 cover is provided. Monday to Thursday from 6.00pm – 9.00am. Weekend duties will commence from 6.00pm on Friday through until 9.00am on Monday. Bank Holidays will be treated as weekend duties.
- To play an active role in welcoming students during main arrival periods. *Task subject to reasonable adjustments in view of the prevailing Covid-19 situation.*
- With the assistance of the Accommodation Office, organise a welcome event for all residents. *Task subject to reasonable adjustments in view of the prevailing Covid-19 situation.*
- To be first point of contact for the resident student community and offer assistance with problems such as lost/misplaced keys etc.
- To give residents access into their rooms when keys have been lost or misplaced. *Task subject to reasonable adjustments in view of the prevailing Covid-19 situation.*
- To be able to offer some initial advice and support to students who may be experiencing difficulties and point in the direction of the support services provided by the College.
- To attend a compulsory workshop with the RVC Advice Centre at the beginning of the Academic Year. Date to be confirmed.
- To attend one follow-up Resident Coordinator meeting a term with the Advice Centre.

- Provide appropriate information on the correct route to follow with any complaints.
- To be able to direct students to suitable outside agencies where necessary i.e. citizens advice bureau, Doctor's surgery etc.
- To be aware of policies and procedures pertaining to student accommodation including health and safety and fire safety as well as the reporting of maintenance and cleaning issues etc.
- Lead and coordinate monthly inspection of communal areas and kitchens within accommodation to ensure adequate housekeeping standards are maintained by residents. *Task subject to reasonable adjustments in view of the prevailing Covid-19 situation.*
- To provide information to on site Security regarding student activities and events on campus.
- To deal with reports of noise disturbance and/or disruptive behaviour within the accommodation.
- To report and maintain accurate records regarding any serious incidents and/or unreasonable behaviour by residents.
- To assist with accommodation inspections (communal areas only) Inspection schedule to be arranged via the Accommodation Office. Maintaining accurate records and reporting this to the Accommodation Office. *Task subject to reasonable adjustments in view of the prevailing Covid-19 situation.*
- To be fully responsible for organising and scheduling the RC rota, ensuring there is on call cover provided at all times. This rota must be prepared on a termly basis and sent to the Accommodation Office in advance.
- To liaise regularly and organise meetings each term with the Residences and External Lettings Manager and Accommodation Office.
- To act as first point of contact for first aid in Halls. Appropriate training to be given.
- To act as Fire Marshal for which appropriate training will be given.
- Any other duties as reasonably required.

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