



Residential Experience & Support Coordinator

Reference: R220389

Salary: Grade 7. £27, 116 to £32, 344, per annum.

Contract Type: Continuing

Basis: Full Time

Job description

Job Purpose:

Aston University is recruiting for a Residential Experience & Support Manager to oversee the Residential Experience & Support team, which, as part of the Student Welfare department, supports over 1200 students living in Aston Student Village. Aston University works in partnership with private accommodation providers, in providing accommodation to its students. A team of Resident Advisors (staff-student volunteers) are appointed in live-in positions in accommodation.

Reporting to the Director of Student Welfare, the post-holder will provide leadership and direction for the Residential Experience & Support team at Aston University – developing a socially vibrant and inclusive annual calendar of events to promote belonging, cohesion and wellbeing amongst our student residents and enhancing their experience in halls. Additionally, the post-holder will lead on the provision of pastoral and welfare support in the halls – in liaison with colleagues from accommodation providers with whom the University has contractual agreements – including out-of-hours and weekends.

Reporting to the Director of Student Welfare – and working closely as part of the senior leadership team with the Head of Mental Health & Wellbeing, Head of Counselling, and the Head of Disability & Academic Support – the post-holder will line manage a team of volunteer (live-in) student staff:

- 1 x Lead Resident Advisor
- 3 x Senior Resident Advisors
- 12 x Resident Advisors

The post holder will be required to develop and maintain strong and collaborative working links with our colleagues from accommodation providers with whom the University has contractual agreements – as well as the University's Campus Safety team, to help support and assist the delivery of activities and events when required and provide welfare support as needed. In addition, it is expected that the post-holder will have excellent communication skills and will work closely with colleagues in Marketing & Communications to engage with students creatively and innovatively via a range of online/social media channels.

This role will require the post holder to have a flexible approach to work – including the ability to work out of standard office hours. It is expected, in agreement with the Director of Student Welfare, that the post holder will arrange their working week to include evenings and weekends – as required for events and activities. The post-holder will also assist the Accommodation Officer, as required, with any aspect of the allocations process.

Main duties and responsibilities

Service leadership, management and innovation

- ▶ Provide operations supervision to the Residential Experience & Support team within halls, ensuring that all members of the team are undertaking their role in an appropriate and effective way.
- ▶ Develop and maintain strong working relationships with our accommodation partners – ensuring robust lines of communication exist at all times.
- ▶ Lead on the recruitment of Senior Resident Advisors and Resident Advisors – from the University's postgraduate community, ensuring that there is continuity within the team throughout the academic year, and reflecting the diverse student population at the University
- ▶ Design and coordinate the delivery of a comprehensive training programme for all Senior Resident Advisors and Resident Advisors at the start of each academic year – including the delivery of training for new team members
- ▶ Continually evaluate existing service provision, keeping abreast of feedback and developments in the sector and within the Residential Life field more broadly – to ensure appropriate developments and innovative solutions are proposed to consistently enhance and maximise service quality, efficiency and continuity.
- ▶ Set, and continually review, quality and professional standards and manage service delivery against these.
- ▶ Predict and manage potential risks to service delivery – including peaks in demand, staffing issues and change in resources. Lead the continuous critical evaluation of services and delivery models of counselling for students to ensure resource and delivery models are effective and sustainable
- ▶ Work closely with Student Welfare administrative staff and the Mental Health & Wellbeing Coordinator to ensure efficient and effective service delivery, with high level customer service.

Programme design and delivery

- ▶ Plan, create, organise and deliver a broad range of events and activities that are part of the Residential Experience programme.
- ▶ Utilise available internal and external stakeholders and suppliers in the delivery of the events and activities. Ensure that materials and event equipment is available at delivery sites
- ▶ Design and deliver key events and initiatives in line with University annual cycles – particularly at the start of the academic year for new student arrivals
- ▶ To ensure a programme of events is delivered during University closure periods at Easter and Christmas/New Year, and to ensure continuity of provision for students who are more likely to remain in halls during these periods (e.g. care-experienced and/or estranged students)
- ▶ Support the recruitment, training and deployment of any necessary staff to support with delivery of sessions and events.

- ▶ Work collaboratively with students, colleagues in the University including the Student's Union and external partners to support event and activity initiatives.
- ▶ Develop and maintain an activities and events plan and calendar and ensure it is properly marketed and promoted to students in a timely way.
- ▶ Stay abreast of student trends and interests to help shape the programme.
- ▶ Ensure the diverse needs of the student community are represented in all campaigns and activities.
- ▶ Support enrichment activities, training and campaigns that aim to improve and enhance the student's residential experience.
- ▶ Regularly conduct insight surveys and focus groups and any other associated methods to understand the needs and interests of the students.
- ▶ Collect, review, and analyse all student feedback of the programme regularly to help shape future direction
- ▶ Compile and present reports on the programme as requested
- ▶ Ensure all activities are costed accurately and work with the to ensure budget requirements are adhered to
- ▶ Maximise opportunities for additional income through funding bid submissions and innovative enterprises.
- ▶ In conjunction with the central Student Communications team, create and implement a communications plan to promote and support the events and activities programme.
- ▶ Review and suggest creative ideas on how to communicate with diverse student groups.
- ▶ Oversee and coordinate hard copy and digital channels including social media and photography & videography in support of the programme.
- ▶ Implement event and campaign ideas to help support and market the activities.

Welfare support

- ▶ To manage the response of Wardens to incidents and emergencies relating to health, safety and general wellbeing of students and to liaise effectively with Residences' and University staff where appropriate and within existing procedures.
- ▶ To develop Policy and Procedures for pastoral support and minor disciplinary issues in Halls.
- ▶ Liaise with University staff – in particular Student Welfare – to manage serious issues of mental health, sexual misconduct, or other crises
- ▶ Participate in the Out-of-House Support Group to provide support to the Senior Resident Advisors and Resident Advisors in handling serious issues
- ▶ Provide a regular forum for students to engage with Resident Advisors to seek welfare support
- ▶ Manage and oversee a schedule of welfare checks, as required by Student Welfare

- ▶ Record and report any student related welfare incidents and/or concerns in line with University guidance – liaising in particular with colleagues from Student Welfare and Campus Safety, Unite Students and external parties (e.g. emergency services) as required
- ▶ Assist in the preparation of key documents, such as routine reports, procedures and other written documentation for internal and external audiences.

Other

- Contribute to the *Student Welfare Out of Hours Support Group* (on-call rotation of senior leadership within Student Welfare) to support University staff, including Campus Safety, when supporting students and providing a crisis response. On rare occasions, this may include a telephone consultation on weekday evenings and at weekends, in cases involving significant student crises.
- Carry out other reasonable duties, commensurate with the grade of the post, as determined by the Director of Student Welfare and/or the Associate Pro-Vice Chancellor (Students).

Additional responsibilities

- ▶ Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities to develop themselves and support the development of others.
- ▶ Ensure and promote the personal health, safety and wellbeing of staff and students.
- ▶ Carry out duties in a way which promotes fairness in all matters, and which engenders trust.
- ▶ Promote equality of opportunity and support diversity and inclusion as well as working to support the University's environmental sustainability agenda and practices.

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Reporting to

Director of Student Welfare

Responsible for

1 x Lead Resident Advisor (*postgraduate students with volunteer live-in contracts*)
 3 x Senior Resident Advisors (*postgraduate students with volunteer live-in contracts*)
 12 x Resident Advisors (*postgraduate students with volunteer live-in contracts*)

Person specification

	Essential	Method of assessment
Education and qualifications	A-level qualifications (or equivalent)	Application form
Experience	<p>Excellent written and verbal communication skills and first class interpersonal skills, particularly active listening, and the ability to write clearly and concisely for various audiences.</p> <p>Ability to draft both standard template and bespoke communication to service users via email, web and social media.</p> <p>Demonstrable experience of organising events.</p> <p>Proven knowledge of understanding the needs of students and the importance of student wellbeing in a Higher Education setting.</p> <p>Experience of working as part of a customer focused team.</p> <p>Experience in customer service and stakeholder management.</p>	Application form and interview
Aptitude and skills	<p>Ability to promote equality and diversity in working practices and to maintain positive working relationships with volunteers, staff and students.</p> <p>Ability to actively promote an inclusive and supportive environment Able to observe set policies and procedures and of using discretion and escalation where appropriate.</p> <p>Ability to pay appropriate attention to detail in documentation and recordkeeping.</p>	Application form and interview

	Essential	Method of assessment
	<p>Evidence of being able to plan and prioritise own work to deadline.</p> <p>Ability to maintain focus with multiple priorities and to re-prioritise as appropriate.</p> <p>Be able to demonstrate proven experience of forming and maintaining effective partnerships.</p> <p>A high level of initiative, confidence and drive to be approachable, but also to be able to approach students on their own and in groups.</p> <p>Be sensitive to the handling of confidential information.</p> <p>Evidence of working flexibly, within evolving teams.</p> <p>Be able to demonstrate knowledge and experience of the lifecycle involved in the provision of support for students.</p> <p>Ability to work on own initiative and provide advice and input to others.</p> <p>Ability to meet and manage own workload</p>	

	Desirable	Method of assessment
Education and qualifications	<p>Educated to degree level</p> <p>First Aid qualification</p> <p>Mental Health related qualification (e.g. MHFA and/or ASIST)</p>	Application form
Experience	<p>Experience of working in the Higher Education.</p> <p>Experience of delivering training and mentoring.</p>	Application form and interview

	Desirable	Method of assessment
	Experience of marketing or promoting events to students or young people.	
Aptitude and skills	<p>Experience of supervisory or management of staff.</p> <p>Administration management skills as well as procedure development.</p>	

Contact information

Enquiries about the vacancy:

Name: Ravteg Dhesi

Job Title: Director of Student Welfare

Email: r.dhesi2@aston.ac.uk

Enquiries about the application process, shortlisting or interviews:

Recruitment Team via jobs@aston.ac.uk or 0121 204 4500.

Additional information

Visit our website <https://www2.aston.ac.uk/staff-public/hr> for full details of our salary scales and benefits Aston University staff enjoy

Salary scales: <https://www2.aston.ac.uk/staff-public/hr/payroll-and-pensions/salary-scales/index>

Benefits: <https://www2.aston.ac.uk/staff-public/hr/Benefits-and-Rewards/index>

Working in Birmingham: <https://www2.aston.ac.uk/birmingham>

Employment of Ex-Offenders: Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the positions they applying for is listed an exception under the act.

Eligibility to work in the UK:

Post-Brexit transition period / EU Settlement Scheme

The post-Brexit transition period ended on 31 December 2020. If you are an EU/EEA citizen and you were a resident in the UK before 31 December 2020, you and your family members (including non-EU citizens need to apply to the EU Settlement Scheme to continue to live, work and study in the UK beyond 30 June 2021. The deadline for applying to the EU settlement scheme is 30 June 2021. You can apply via the Government webpage <https://www.gov.uk/settled-status-eu-citizens-families>
Irish Nationals do not need to apply for settlement as they retain the right to work in the UK.

New immigration system for EU/EEA and Swiss Nationals who were not resident in the UK before 31 December 2020

A new immigration system has been introduced for people arriving in the UK from EEA countries with effect from 1 January 2021. In addition to those who have always required a visa, EU citizens moving to the UK to work will need to get a visa in advance. You can find more information on the following website. Candidates should check their eligibility to enter or remain in the UK in advance of making any job application via the UKVI website <https://www.gov.uk/browse/visas-immigration/work-visas>. Before applying you should ensure that you meet the requirements, including meeting the English Language requirements. If you do not meet the eligibility criteria, any application for a work visa would be unsuccessful.

If you require a visa to work in the UK the most common types of visa are:

Skilled Worker Visa

<https://www.gov.uk/skilled-worker-visa>

Global Talent Visa

If you are a leader or potential leader in one of the following fields you may be eligible to apply for a Global Talent Visa:

- Academia or Research
- Arts and Culture
- Digital Technology

Please click the following link for further information and to check your eligibility for this visa.

<https://www.gov.uk/global-talent>

Equal Opportunities: Aston University promotes equality and diversity in all aspects of its work. We aim to ensure, through our admissions policies for students, and our staff recruitment and selection processes that we encourage applications from all groups represented in the wider community at a local, national and international level.

The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against student or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual's career.

An Equal Opportunities Monitoring Form is included within the application form. Data you provide on the Equal Opportunities Monitoring Form will be included in a general database, for statistical monitoring purposes, enabling the University to monitor the effectiveness of its Policy, Codes of Practice and Guidelines on Equal Opportunities in Employment. Individuals will not be identified by name.

Data Protection: Your personal data will be processed in compliance with the Data Protection Act 2018 and the General Data Protection Regulation ((EU) 2016/679) ("GDPR"). The University's Data Protection Policy and Privacy Notices, including the Job Applicant Privacy Notice can be found at <https://www2.aston.ac.uk/data-protection>. Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with the University which will be stored in manual and/or electronic files. Information in statistical form on present and former employees is given to appropriate outside bodies.

Full details of our terms and conditions of service and associated policies and procedures are available online at <https://www2.aston.ac.uk/staff-public/hr/policies>

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