

<b>Position / Job Title:</b>	<b>Residential Communities Officer</b>
<b>Faculty/Professional Service:</b>	<b>Estates &amp; Facilities</b>
<b>Normal Hours per Week:</b>	<b>37 hours, job-share, part-time and flexible working arrangements are welcomed and will be considered. Some flexibility will be required in order to ensure that key time scales and deadlines are met.</b>
<b>Grade:</b>	<b>4</b>
<b>Accountable to:</b>	<b>Residential Communities Manager</b>

### **Job Purpose**

Supporting the Residential Communities Manager in BU's halls of residence to deliver a residential life programme.

The role will focus on assisting students with their transition into the BU student community, be a point of contact for students requiring assistance with their general wellbeing, signposting them to BU services and external agencies as appropriate, or as agreed with the Student Communities Manager, as well as contributing to the planning, promotion and delivery of a programme of activities and events that improves the wellbeing of students.

The exact working hours for this role will be agreed with the Residential Communities Manager but may at times include weekends.

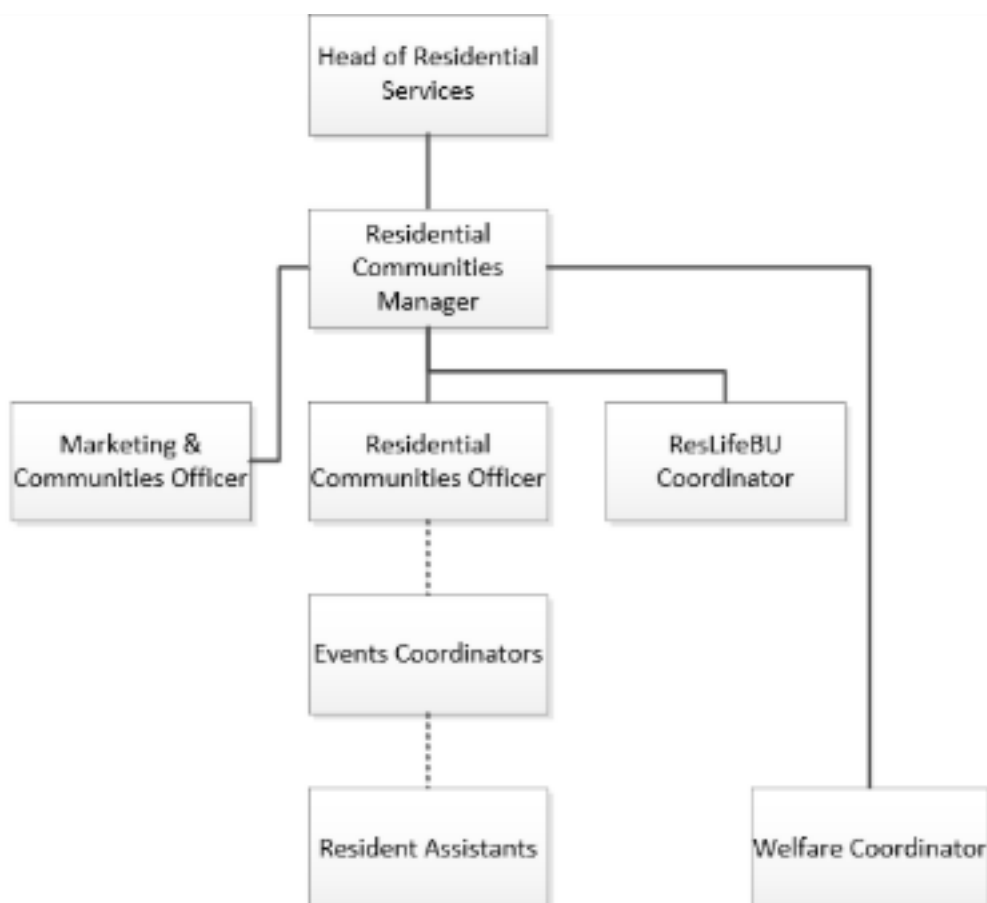
The post holder will be expected to be able to provide all the duties as outlined below.

### **Main Responsibilities**

1. Assist the Residential Communities Manager as required with the recruitment and training of staff to ensure that all staff are properly equipped to fulfil their duties.
2. Work collaboratively with other services for students and support teams to meet the aims of the residential life programme, promoting and signposting students to these services as required.
3. Working with the local student accommodation teams, support the main arrival periods and assist with the meet and greet of new students, specifically targeting any students who have been identified as requiring additional support with their transition and settlement into their accommodation.
4. Contribute to the design, promotion and implementation of the ResLifeBU events and activities for students living in BU accommodation, being an active participant, working collaboratively with the wider ResLifeBU team and supervising junior staff (as required by the Residential Communities Manager) to ensure a high standard of delivery.
5. Participate in other projects and events relating to raising awareness across the BU student community regarding student support and wellbeing.
6. Contribute to and promote a programme of wellbeing support activities for students who require additional support with their transition into university.
7. At the request of the Residential Communities Manager, support students with identified wellbeing concerns, taking appropriate action to support the university's response, which could include:
  - Identifying and signposting to relevant welfare support services
  - Following up to check on progress, coordinating ongoing support and engagement
  - Keeping associated information management systems and relevant staff/teams updated on key information related to a student's progress.

8. Support Bournemouth University in reducing its carbon footprint by promoting and delivering environmental campaigns and events.
9. Manage and monitor the ResLifeBU email inboxes and any other associated systems, responding to enquiries and taking action as necessary
10. Supervise the general activities of junior staff as requested by the Residential Communities Manager, reporting any performance concerns.
11. Manage a small and defined budget and ensure all BU financial protocols are followed and adhered to.
12. Complete risk assessments for activities, identifying, removing or reducing health & safety risks for participants, escalating any matters of concern as appropriate to the Student Communities Manager.
13. Complete all necessary paperwork and administration related to the delivery of services, following relevant BU policies and processes as required.
14. To role model and encourage expected standards of behaviour across the accommodation and raise any potential disciplinary matters with the Residential Communities Manager and/or the local accommodation management team(s) where further action could be required.
15. Undertake any training or professional development related to the performance of these duties.
16. To engage with relevant external professional networks and conferences inputting relevant BU related activities and business into these events as well as bringing back information and/or learning to develop the ResLifeBU programme.
17. Attend university Open Days, new student arrival weekends and other related events, as part of a rota, some of which are on a Saturday and/or Sunday.
18. Undertake any other responsibilities as may be required from time to time as directed by the ResLifeBU Manager

### **Organisation Chart**



### **Dimensions**

Working with the Residential Communities Manager to deliver the university's Residential Life programme, ensuring the support and development of student wellbeing required for independent living and learning.

### **Contacts**

**Internal:** Head of Residential Services and other Residential Services staff, Student Wellbeing Team and other Student Services staff, Students' Union at BU, faculty teams, Marketing & Communications, Finance and HR

**External:** University's Private Accommodation Partners, Parents, External Service Providers, Private Landlords, Neighbours, Police Safer Neighbourhood team, Health & Welfare Agencies

### **Information Governance Responsibilities**

#### **Data User**

- iii. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

### **Safeguarding and Regulated Activity**

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an [offence to apply for](#) and perform the role, if a person is bared from engaging in regulated activity. Further information is available in BU's [Safeguarding Policy](#) and Suitability Statement on the Recruitment and Employment of Ex-offenders.

### **Additional Information**

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

### Person Specification

Position / Job Title: <b>Residential Communities Officer</b>	
	<b>Essential / Desirable</b>
Knowledge (including experience & qualifications)	
Educated to degree level or equivalent (Work experience will be applicable and can substitute for qualifications)	D
Experience in a role supporting and managing young people (between ages of 18-21)	D
Experience of supervising a team	E
An understanding of the issues experienced by students (e.g. general life-skills, budgeting, mental health, drugs, alcohol and healthy verses unhealthy lifestyles) as well as other challenges currently facing students in Higher Education	E
Experience of working in a student accommodation environment, preferably in either: Higher Education, a charity or Governmental body	D
Experience of organising, facilitating and managing activities and events	E
Experience of building collaborative working practices with a diverse group of stakeholders	E
Understanding of the issues of client confidentiality and data protection	E
Skills	
Good communicator, orally and in writing	E
Ability to use social networking methods as an effective communication tool	E
Highly developed interpersonal skills with an ability to avoid and/or resolve conflict and successfully influence a diverse range of stakeholders	E
Strong collaborative and team working skills	E
Good IT skills, including Microsoft Word, PowerPoint, Excel, Outlook and internet	E
Attributes	
Ability to remain calm and rational in a crisis	E
Enthusiastic and resilient	E
Diplomatic, tactful and sensitive	E
Able to work as part of a team	E