

1. Advertisement

Post Title: Residential Life Manager

Division: Student Experience

Department: Wellbeing, Therapeutic and Residential Life Services

Hours: Full time, with out-of-hours duty phone rota for exceptional incidents such as death/fire. Flexible working options are not suitable for this post.

Location: Brighton, United Kingdom

Contract: Permanent

Reference: 21514

Salary: starting at £37,099 to £44,263 per annum, pro rata if part time

Placed on: 29 August 2023

Closing date: 26 September 2023. Applications must be received by midnight of the closing date.

Expected Interview date: To be confirmed

Expected start date: As soon as possible

About the role

A vacancy has arisen for the post of **Residential Life Manager** within the **Wellbeing, Therapeutic and Residential Life Services team** in the **Student Experience Division** of the University of Sussex. You will be part of a team of five Residential Life Managers, providing daily welfare support to students in university-managed accommodation. You will also make a major contribution to the creation and promotion of our exciting and innovative Residential Life Programme, which aims to create a vibrant student community through shared enterprise and education. Together with the other Residential Life Managers, you will manage a team of 45 Residential Life Connectors (student staff).

Due to the nature of the post, the post holder will be required to be part of an out-of-hours duty-phone rota as there will be a requirement to respond (very rarely) to exceptional incidents on campus such as a death or a fire.

About you

Ideally you will be qualified to degree level and have experience of providing welfare or mental health support with relevant training. Some experience of managing mental health crises is required, as is a calm and resilient approach to high pressure situations. You will have the ability and experience to manage and train staff in addition to working to professional boundaries while dealing with both students and student staff. You will need the confidence to work independently and also to support other team members. A meticulous approach to administration is required to maintain our case management systems. Experience of working in a residential environment could be advantageous.

About our Division

Our Student Experience is all about our Students. We work diligently to ensure that all our students are supported and have positive meaningful experiences in our University. We are led by our Student Experience Director and her Leadership team. Our services focus on Academic Quality, Student Data & Records, Careers & Entrepreneurship, Advice & Guidance, Complaints & Conduct, and Student Wellbeing. We work collaboratively with our Schools and Divisions to ensure our

students have environment that will further enhances their potential and equip them to pursue their goals and aspirations.

Why work here...

Our University is situated just off of the A27, next to the beautiful South Downs where you will enjoy everything that our 150-acre campus has to offer. We are easily accessible by public transport; a 5-minute walk from the train station and bus stops within the campus. We have dedicated cycling paths and encourage our staff to cycle to work with our offering of a cycle to work scheme.

Sussex is a renowned, research-led International University and this is only possible because of the people that work here. Whether you are Faculty, Student, or a member of a Professional Services Team, it's our people that make us great and we want you to be part of that.

The benefits that you will receive from day one:

- Generous pension scheme 31.4% total (grades7-10)
- Life insurance of up to 3 times your annual salary for any pension-enrolled employees.
- Purchase additional Annual Leave though our Scheme for a great home and work life balance.
- Discounts of public transport, Cycle to work Scheme, and special rates in hotels in Brighton and the Sussex region.
- Discounts on high-street shops through our Rewards partner, along with a Cash back Health Plan.
- Considerable discount on our on-site Gym Facilities because we care about our employees' Health and Wellbeing.

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.

Job Description

UNIVERSITY OF SUSSEX

Job Description for the post of: Residential Life Manager

Division	Student Experience
Section / Unit / Location	Wellbeing, Therapeutic and Residential Life Services Northfield, University of Sussex, Falmer
Grade	Grade 7
Responsible to	Head of Wellbeing, Therapeutic and Residential Life Services
Responsible for	Residential Life Connectors

Main Purpose:

- (a) Providing welfare support to students in University-managed accommodation during the working week.
- (b) Responding to exceptional critical incidents out-of-hours such as deaths or fires.
- (c) Co-creation and promotion of Residential Life programme.
- (d) Management of the Residential Life Connectors, including recruitment, selection, training, and on-going supervision.

Hours of Work:

Hours of work are notional, but the team will usually cover Monday-Friday 8am to 6pm on a rota basis depending on start time. Exact hours to be agreed to ensure maximum cover across the team. In addition, the post-holder will be required to respond to critical incidents out-of-hours such as deaths or fires via a phone rota, but these incidents are not common.

Specific Responsibilities:

1. Responding to on-campus emergencies during working hours and participating in an on-call rota to respond to critical incidents on campus such as death or fire 24/7.
2. Providing reactive welfare support to students when required during office hours, in University-managed accommodation. This will include one-off welfare checks in circumstances which justify these.
3. Co-ordinating with other departments and external agencies to provide an effective crisis response to students.
4. Calling Imminent Risk & Cause for Concern meetings as appropriate and raising individual student cases at bi-weekly Case Review meetings.

5. Writing and updating concise and factual reports on My Sussex, Star Rez and/or similar databases to record interactions with students.
6. Responsible (with the other Residential Life Managers) for the recruitment, training, management, and development of Residential Life Connectors
7. Responsible together with the other Residential Life Managers for creating a comprehensive training programme and arranging some specific training from external providers.
8. Holding and recording individual or group progress meetings with each allocated Residential Life Connector.
9. Assisting Residential Life Connectors in their role to support students with problems relating to communal living and flatmate relations.
10. Responsible for mediating conflict and disputes in more serious cases which are beyond the remit of Residential Life Connectors
11. Responsible (with the other Residential Life Managers), for the co-creation, marketing and management of a year-round Residential Life Programme of events with the Residential Life Connectors. This programme will comprise of a mix of educational and social events appropriate to the student life cycle, with the aim of helping to create a cohesive student community within the residences.
12. Other duties that may be reasonably requested as business needs require.

An enhanced DBS check will be required for this role.

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

ESSENTIAL CRITERIA

1. Normally educated to degree level, or other equivalent qualification.
2. Ability to organise and prioritise work and time effectively with excellent attention to detail.
3. Effective management skills and supervisory experience.
4. Well-developed oral and written communication skills with the ability to write clear and succinct reports and to present policy and procedure in a way that can be understood the audience.

5. Planning and organisational skills, including project management with the ability to delegate to team members where appropriate.
6. Well-developed interpersonal skills with the ability to effectively influence in area of expertise, effectively contribute to team working to build and develop working relationships.
7. Analytical skills with the ability to generate effective solutions and make effective decisions.
8. Commitment to customer excellence
9. Effective IT Skills on MS platform. Experience using functional databases and case management systems.

ESSENTIAL ROLE-SPECIFIC CRITERIA

10. Ability to take responsibility for crisis situations and be confident in independent decision making.
11. Knowledge and understanding of mental health and welfare issues likely to be experienced by the student population.
12. 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.
13. Confidence to carry out lone working within the parameters of safe working practices dictated by the University.
14. Experience of managing serious mental health crisis situations e.g. serious self-harm, psychosis
15. Calm and resilient approach to high pressure situations
16. Ability to keep appropriate professional boundaries working within the student community.
17. Calm and resilient approach to high pressure situations.
18. Desire to both work autonomously and yet be able to receive direction.

DESIRABLE CRITERIA

1. Mental Health training/qualification.
2. Knowledge of the Higher Education sector.
3. Knowledge of Residential Life programme model.

4. Experience of working with Young People.
5. Experience of being part of an out-of-hours on-call rota.