Role profile

<table>
<thead>
<tr>
<th>Job title</th>
<th>Residential Experience Coordinator</th>
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<tbody>
<tr>
<td>Job family and level</td>
<td>Administrative, Professional and Managerial Level 4</td>
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<tr>
<td>School/Department</td>
<td>Residential Experience Team /Student and Campus Life</td>
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<tr>
<td>Location</td>
<td>All Campuses</td>
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Purpose of role

You will support the Residential Experience Managers to deliver the Residential Experience programme including a planned programme of events to facilitate community building, socialisation and personal development. The role will provide first response student welfare support. You will manage the work of Residential Support Managers (evening team) and the work of student Residential Assistants, to ensure all students benefit from the experience of communal living and integrate effectively into the University community. You will support the Residential Experience Managers and work closely with the Residential Experience team to build a supportive and inclusive residential environment, which is conducive to study. You will assist the Residential Experience team in the co-ordination and support of “off-campus” student matters to enable those students living in the surrounding geographical area to feel equally engaged and supported.

A key part of the role will be to effectively contribute to the creation and delivery of a Residential Experience programme by working with appropriate colleagues and stakeholders both within and outside of the University to produce a coordinated and diverse offer.

You will support the Residential Experience Managers (and team) to ensure that the people, processes and systems are in place to deliver an exceptional residential experience and to ensure that the health, wellbeing and safety of students is properly managed.

Main responsibilities

(Primary accountabilities and responsibilities expected to fulfil the role)

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<th>% time per year</th>
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<td>30%</td>
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1 Management - Residential Experience

- Advise and support the creation, ongoing development, and delivery of the Residential Experience Plan focusing on community building, student welfare support, and personal development – working with Schools, Professional Services, and the Students’ Union’s / Guild
- Manage Residential Support Managers and Residential Assistants, overseeing recruitment, selection, training and on-going team supervision, including holding out of hours review meetings.
- Set up and manage appropriate data management systems
- Liaise with Halls and buildings management staff regarding relevant student matters.

2 Pastoral care and welfare support

- Be the first line of contact for pastoral care support, signposting to students and their peers and housemates who are experiencing welfare difficulties. This will include both carrying out and tasking team

RPF Band C
|   | members to conduct welfare and wellbeing checks on students in both on-site and off-campus residential accommodation.  
  ▪ Provide informal mediation between students in their residential settings and between students and other residents as required in order to manage and settle disputes.  
  ▪ Make appropriate referral decisions for welfare issues that cannot be easily resolved or that require professional or emergency support to the relevant University or external services.  
  ▪ Respond, report and manage unsatisfactory student behaviour within the residences. |
|---|---|
| 3 | **Management of community relationships**  
 ▪ Liaise with appropriate community groups and residents’ representatives together with appropriate external agencies in order to promote greater understanding of “off-campus” issues and to develop appropriate solutions and strategies for ensuring effective liaison and co-operation between the stakeholders  
 ▪ Monitor and proactively engage with students and local residents through social media, working in collaboration with University Communications teams as required  
 ▪ Gather intelligence on an on-going basis so that potential issues can be identified and so that actions to resolve these issues can be put into place and manage the data appropriately |
| 4 | **Development of students as active citizens of their communities**  
 ▪ Assist the Residential Experience Manager to manage anti-social behaviour and misconduct at the campus, acting as an officer of summary jurisdiction in line with the University’s Code of Discipline for Students to ensure that respectful and appropriate behaviour is maintained  
 ▪ Communicate with UoN students living off campus to advise them on the importance of good behaviour in the community and how to be a responsible and courteous neighbour  
 ▪ Encourage student engagement with their local communities through the promotion of volunteering and democratic engagement opportunities |
| 5 | **Incident and crisis Support**  
 ▪ Actively manage student-related incidents that take place within site Halls / Residences and/or the surrounding off campus areas where students are resident, working collaboratively with others including University Security as required.  
 ▪ Provide support to the Residential Experience Manager, Head of Residential Experience, Off-Campus Student Affairs Manager, and Associate Director of Wellbeing as required when there are student incidents or crisis situations in off-campus settings |
| 6 | ▪ Any other duties associated with student living appropriate to the grade and role of the post holder  
 ▪ The post holder will be required to be part of an out of hours duty rota as there will be a need to follow up potential welfare issues, advise or attend any urgent matters that occur. |
## Person specification

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<th>Skills</th>
<th>Essential</th>
<th>Desirable</th>
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| ▪ Excellent interpersonal skills, with the ability to engage with people across the spectrum with responsibility and experience  
▪ Excellent planning skills and the ability to balance conflicting deadlines and multiple priorities  
▪ Good analysis skills with which to monitor and assess student and community issues  
▪ Delivery focused to ensure projects are completed successfully on time.  
▪ Excellent IT skills including advanced working knowledge of Microsoft Office applications (e.g., Outlook, Word, Excel, PowerPoint and Access)  
▪ Ability to handle sensitive and confidential issues and manage conflict effectively  
▪ Ability to work with multiple teams both internal and external to the University. | ▪ Formal mediation skills and experience  
▪ The 'Essential' skills developed within a comparable working environment |

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<th>Knowledge and experience</th>
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| ▪ An understanding of the principles and practice of student welfare support  
▪ A proven record of providing and developing programmes of activity aimed at increasing social cohesion and a sense of community within a particular setting  
▪ Evidence of experience of dealing with students/young people offering support as appropriate  
▪ Experience of student incident management, working as a team to support students in crisis  
▪ Collaborative with experience of managing teams to deliver under pressure  
▪ Experience of managing positive internal and external relationships  
▪ Experience of managing budgets.  
▪ Experience of planning, prioritising, and managing workload, projects, and deadlines  
▪ Understanding of, and experience of working to relevant regulation policies such as Data Protection Act, Disability Discrimination Act etc | ▪ Broad knowledge of accommodation, residential experience  
▪ Awareness of the Higher Education sector and current issues related to student experience and behavior  
▪ A proven record of relevant work experience working to support community cohesion and manage community tension  
▪ Knowledge of KX system |

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<th>Qualifications, certification and training (relevant to role)</th>
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| ▪ Educated to degree level or equivalent and/or significant experience in similar/related roles  
▪ Driving Licence | ▪ First Aid trained  
▪ Any appropriate Social care/pastoral care training or qualifications  
▪ SVLO training  
▪ MH First Aid  
▪ Health and Safety |
The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our workforce and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.

Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University’s strategy, vision and values. The following are essential to the role:

**Valuing people**
Is always equitable and fair and works with integrity. Proactively looks for ways to develop the team and is comfortable providing clarity by explaining the rationale behind decisions.

**Taking ownership**
Is highly self-aware, looking for ways to improve, both taking on board and offering constructive feedback. Inspires others to take accountability for their own areas.

**Forward thinking**
Driven to question the status quo and explore new ideas, supporting the team to “lead the way” in terms of know-how and learning.

**Professional pride**
Sets the bar high with quality systems and control measures in place. Demands high standards of others identifying and addressing any gaps to enhance the overall performance.

**Always inclusive**
Ensures accessibility to the wider community, actively encouraging inclusion and seeking to involve others. Ensures others always consider the wider context when sharing information making full use of networks and connections.
Key relationships with others

- **Line manager**
  - Residential Experience Manager

- **Role holder**
  - Residential Experience Coordinator
    - Direct Reports
    - Colleagues
    - Students

- **Key stakeholder relationships**