

Job Title: Residence Life Supervisor (RLS)

Reports to: Residence Life Co-ordinator (RLC)

Annual Salary: £9147

Job Description

The Residence Life Supervisor (RLS) is part of a team of 9-11 RLSs dedicated to supporting students studying abroad in London. Each RLS is required to support students during nights and weekends, be a member of the emergency on-call rota and help staff ensure the safe and professional operation of the programme. The role is residential and requires the RLS to reside on-site overnight while the semester is in session, unless agreed otherwise in advance with the Line Manager.

In return for being present during all periods when students are on site, the RLS will receive a single en-suite bedroom and a monthly stipend. Common spaces and kitchens will be shared with students for the duration of the semester.

Purpose:

To create and build a welcoming, inclusive, and safe community within the residence hall. The RLS team serves as the first point of contact for students and forms the backbone of the on-call team. As the primary contact, each RLS should be able to respond effectively in difficult and emergency situations while also having the patience to handle routine, yet sometimes challenging demands. It is essential that the RLS team works closely together, providing support and assistance to one another to ensure the wellbeing of students and the smooth operation of the residences.

Principal duties and responsibilities:

Residential Life

- Reside in the assigned residence during the semester, when students are present.
- Work student arrivals – typically on a Saturday and Sunday. Exact dates found below.
- Work student departures – typically on a Friday or Saturday. Exact dates found below.
- Be accessible and available to students, particularly during the first and last week of each semester, weekends, and evenings.

- Meet informally with students on a regular basis throughout the semester to build community relationships, provide pastoral support, and establish appropriate contact points.
- Plan and execute a series of social events (mixers) for students to help foster a sense of community within the residence.
- Act as a resource for students, offering recommendations and guidance on activities and experiences in London.
- Help students to resolve residential issues related to community living, examples include roommate conflicts and messy kitchens.
- Mediate student issues, with the ability to recognise when to escalate and involve London staff.

Health, Safety & Security

- Serve as a primary member of the on-call team, being on-call approximately 3 or 4 days per week on a rota basis.
- Help respond to emergencies and provide pastoral support when needed.
- Complete mandatory training by BUSA London during the probationary period. This consists of Emergency First Aid at Work, Mental Health First Aid and Fire Marshal training.
- Understand the student health insurance policy, BUSA London emergency systems, Title IX, Clery Act, FERPA and other laws and procedures as required.
- Adhere to the BU lone worker policy and take due regard for personal safety.
- Maintain a detailed log of all on-call situations and call outs regardless of severity.
- Escalate without delay to serious medical or other urgent issues affecting students.
- Submit incident reports for any event involving student injuries, hospital visits, or serious personal issues.
- Report maintenance issues to the appropriate staff and work together to ensure issues are resolved promptly.

Other Duties

- Check BU emails daily and respond to queries promptly, ensuring replies are sent within 24 hours.
- Attend approximately 8 individual and 4 team meetings per semester as agreed mutually in advance.
- Chaperone a minimum of 2 social programme trips each semester. Trips often take place in the evenings and weekends and can range from a theatre show to overnight weekend trips.
- Attend preparation meetings and training sessions prior to the start of each semester.
- Be responsible for handling the personal data of students and follow BU GDPR processes with data use and storage.
- Work closely with students, maintenance, housekeeping, security and office staff.

The RLS is expected to act as a role model and maintain appropriate professional behaviour at all times. Smoking, use of illegal drugs, and legal highs, are not permitted on the premises. Failure to abide by set housing policies will be seen as a disciplinary issue and, if proven, may lead to immediate termination of the position and withdrawal of housing.

Qualities and competencies required for the role:

- Reliable, honest, mature outlook, proactive and hardworking
- Ability to remain calm under pressure and capable of working effectively in emergency and/or challenging situations.
- Excellent team player who can take initiative and work independently
- Demonstrates a highly professional and dedicated attitude to the performance of their duties
- Handles matters with tact, diplomacy, and discretion, maintaining confidentiality by only discussing issues with relevant staff and not with students.
- Have a genuine interest in supporting students – being empathetic and having the ability to manage challenging and sensitive situations.
- Be able to build and maintain positive student relationships, while being able to firmly address poor student behaviour.
- Recognise that the nature of the role will require flexibility due to unforeseen circumstances.
- Understands and appreciates the differences in UK and US higher education systems.

Essential Attendance Requirements

Spring 2027

- **On-call rota starts:** 2nd January 2027
- **Training and preparation:** Tuesday 5th & Wednesday 6th January 2027 (half-days - morning)
- **RLS Spring Meeting:** Wednesday 6th January 2027 (starting at 6:30pm)
- **Arrivals:** Saturday 9th & Sunday 10th January 2027
- **Departures:** Saturday 24th April 2027
- **Team Meetings:** (Starting at 6:30pm)
 - Wednesday 27th January 2027
 - Wednesday 24th February 2027
 - Wednesday 24th March 2027
 - Wednesday 21st April 2027

- Mandatory training is required for the RLS role and is to be completed within the first 6 weeks of employment. All associated costs will be covered by BUSA London. These consist of:
 - Emergency First Aid at Work (1-day course)
 - Mental Health First Aid (2-day course)
 - Fire Marshall Training (½ day course)

Additional Information

- Each RLS is allocated 10 nights of leave per semester. If an RLS needs time away this must be requested and approved in advance by the RLC or Assistant Director for Student Life and Operations.
- The RLS will be required to use their personal phone to keep in contact with the wider team and for the occasional on-call use. In return, each RLS will receive £20 expenses per month to contribute towards phone costs.
- When on call, the RLS is restricted to a 20-minute travel time of the residences. On call requirements may change per semester depending on team numbers.
- Each employee must adhere to the Working Time Regulations 1998 act, opting out if necessary.
- Any employment, additional to the RLS role, must be declared and made known to BUSA London throughout the course of employment.

As an organisation we are committed to diversity, equity & inclusion, and recognise the positive impact each employee has on our service and working culture.

This description is not intended to be a complete statement of job content, but rather to serve as a general guide to the essential functions of the position. Boston University retains the discretion to add to or change the duties of the position at any time.