Job Description:
**Summer Residential Life Assistant**

**About NYU London**

NYU London, an affiliate of New York University, aims to create a study abroad programme of exceptional quality for its students, offering around 450-500 undergraduate students per semester (and a small number of graduate students) the opportunity to spend one semester or more living in London whilst studying for NYU accredited courses. The NYU London student body includes a group of first-year students beginning their college career in London.

**Overview**

The Summer Residential Life Assistant will live on a floor in the Byron Court residence throughout the NYU London summer term in 2016 and will serve as a role model, resource and referral person, advocate, policy enforcer, and leader for residents of the NYU London summer housing programme, and their group administrators or programme administrators. The Summer Residential Life Assistant will also assist with emergency response, office staffing/coverage, and general administrative responsibilities.

Reports to the Assistant Director for Student Life, and the Residential Life Coordinator.

There will be on-call duties involved in the role, on a rota system with other staff. At least half of the working week will involve evening & weekend duties.

**Contract**

This is a full-time, temporary post, starting with a training week (beginning Monday 16 May 2016) and ending on 16 August 2016.

**Role Specification**

The primary goal of the position is to assist summer programme participants and ensure their safe participation in the site's summer programme activities. The following is a limited summary of the responsibilities of the role.

**Programme Responsibilities:**

- Be available and outreach to students, maintain a presence in the hall;
- Provide high quality, efficient, and positive customer service to summer programme participants;
- Respond to student concerns and help ensure participant safety;
- Act as a representative of Residential Life team and serve as a resource when working with residents and guests;
- Act as point person for external group leaders or programme administrators, maintaining regular contact with them updating them with concerns raised by or about their students. Ensure appropriate response to inquiries (by occupants, external providers, family members, friends and others) and problems and ensure timely and appropriate resolution.
- Coordinate and attend weekend and evening programs, floor events and floor dinners, and chaperone events as required by supervisor(s);
- Complete other tasks as assigned by supervisors.

**Administrative:**

- Planning for the arrival of residents; overseeing key inventory, distribution and collection; facilitating timely room maintenance and ensuring rooms are adequately prepared for opening and transitions, checking that necessary provisions are in place for incoming residents; Oversee the management of the NYU London on-site check-in and check-out process;
• Assist with the development of resident welcoming process throughout the summer, providing Orientation information (including fire safety and other policies, and local information) to residents and group administrators or programme administrators;
• Assist with establishment of in-hall policies and procedures for managing the room change process, and facilitate its implementation;
• Maintain regular office hours per week in the residence offices, with check in, check out and Orientation duties which will frequently require weekend work;
• Notify and refer issues to other administrative units as necessary (e.g., facilities staff, the Hub, student life staff, etc.); follow-up to ensure resolution;
• Accountability for problem resolution, e.g., a student requests a room change - employee must know what room is available or find out if there is a room the resident can move to and make the arrangements.
• Participate in weekly staff meetings;
• Participate in regular one-on-one meetings and provide regular e-mail updates regarding situations in the hall with supervisor;
• Demonstrate a positive service orientation while performing one’s duties;
• Serve as an advocate for and a representative of residents by communicating concerns to supervisors;
• Understand the needs, goals and objectives of and act as a liaison between the Residential Life team and residential students;
• Assist the Housekeeping and Facilities staff in identifying facilities in need of repair or attention;
• Liaise with facilities management staff and building security personnel to conduct regular building patrols late at night to monitor community standards, and regularly checking the quality of external guard patrols of the local area;
• Assist in the distribution of loaner keys, packages, and other office services;
• Administrate residents’ overnight guest policy;
• Assist with the facilitation of summer fire drills;
• Participate in other University, Departmental and building activities as assigned;
• Provide staffing support for special projects, collateral assignments and/or office coverage;
• Know and implement all administrative and operational procedures;

Crisis Response & Policy Enforcement:

• Participate in on-duty and/or on-call rotational coverage during scheduled evenings, weekends, breaks and holidays.
• Know, communicate, enforce and abide by existing University and Residence Hall policies and procedures;
• When aware of a resident in crisis, institute appropriate response protocols; coordinating with internal/external group leaders and others as necessary; ensure appropriate follow-up when necessary.
• Know and be prepared to enact all emergency and crisis procedures;
• Know University/community resources and make appropriate referrals;
• Keep supervisors informed about all problems and concerns in the hall;
• Maintain appropriate confidentiality while working in coordination with University staff;
• Assist with the student conduct process by submitting timely online incident reports to document situations;

Required Knowledge, Skills, and Abilities:

An undergraduate degree. Excellent interpersonal, communication and problem solving skills. Good leadership and conflict resolution skills. Ability to quickly and effectively respond to emergency situations. Ability to clearly and effectively communicate with a diverse population. Familiarity with word processing and spreadsheet applications.

OTHER

• General administrative duties.
• Other duties as requested by line manager commensurate with the nature and level of the post, or as required by the Director of NYUL for the successful and efficient running of the programme.
• Due to the flexible nature of this work it is envisaged that additional employment will not be compatible with this post. Permission for taking on additional roles must be sought and agreed in advance with line managers.
STATEMENT OF ETHICAL STANDARDS

Residential Life staff members are required to respect the personal integrity of all residents and assure they be treated in a manner that is fundamentally fair. Staff should refrain from engaging in any behaviours, attitudes, relationships, or actions that:

- would impinge on a resident’s or another staff member’s dignity, moral code, privacy, self-worth, and academic, physical, psychological, and/or emotional well-being;
- would seek unjustified personal gains, unfair advantage, unearned goods or services;
- would be considered harassment on the basis of gender, race, sex, sexual orientation, religion, creed, nationality and/or mental disability.

New York University is committed to a policy of equal treatment and opportunity in every respect of its relations with its faculty and staff members, without regard to race, color, religion, sex, sexual orientation, marital or parental status, national origin, citizenship status, age, disability, or veteran status. This includes, but is not limited to, recruitment, hiring or appointment, selection for training, transfer, layoff, promotion, granting of tenure, rates of pay and other forms of compensation, and participation in University-sponsored educational, social, and recreational programs.

Residential Life staff are expected to serve as a role model and uphold department and university policies, as well as local, state and federal laws. There is zero-tolerance for the use of alcohol or other substances in violation of policies or laws or in a manner that puts into question the staff member’s ability to exercise sound judgment or serve as an appropriate role model. Staff members failing to adhere to these standards will be subject to job action likely resulting in termination from the staff position.

SALARY AND BENEFITS:

- Salary of £16,000 pro rata (inclusive of an allowance for annual leave)
- A furnished apartment within the Byron Court residence hall in central London for the duration of the contract, inclusive of all bills

HOW TO APPLY

Applications should be made in writing with complete Curriculum Vitae and a covering letter that sets out how your relevant skills, experience and personal qualities match the requirements and essential skills outlined above.

Completed applications should be sent to:

Nigel Freeman
NYU London
6 Bedford Square
London, WC1B 3RA

Alternatively, applications can be emailed to nigel.freeman@nyu.edu. If sending your application by email, please include your Curriculum Vitae and covering letter as attachments. Closing date for applicants is Wednesday 27th April 2016.

Interviews will be held on Wednesday 4th and Thursday 5th May 2016. Candidates who have not heard from NYUL by that time should assume their application has been unsuccessful.

The successful candidate should have the right to live and work in the UK prior to appointment.