

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Summer Residential Life Intern

Accountable to: Events and Summer Programmes Coordinator

Contract Length:

June 2020 – August 2020

Hours per week:

35 hours

Benefits: £22,184 - £23,696 (pro rata)

College/Service: Student Experience Team
(Accommodation Services)

Locations: University halls of residences

Purpose of Role:

Working as part of the Student Experience Team, you'll be part of the 'Social Programme', University of the Arts London's Residence Life programme which develops and fostering a community through organising social activities and events. You will be conducting research into external residence life programmes in the US and UK, while analysing our current programme. The ultimate aim will be seeing how the programme can progress and grow. You will be gathering feedback and ideas which you will share with the Student Experience Team.

Ultimately, you will be helping us improve the overall student experience across University of the Arts London for new and existing students.

Duties and Responsibilities

- To conduct research into activities and initiatives being implemented by Residence Life initiatives across the higher education sector in UK and USA.
- To examine the existing Residence Life programme and student experience programmes at UAL to identify further opportunities for development and improvements.
- To research and develop ideas and activities for both the social events programme and wellbeing initiatives.
- To assist with running events over the summer term, particularly on the Study Abroad student events.
- To help plan and organise Welcome Events for all the 3,300 students who will be moving into halls in September 2020.
- Meet regularly with the Student Experience team and Residence Managers to feedback ideas, report issues and request any further support
- To communicate regularly with the Events and Summer Programmes Coordinator, Marketing and Wellbeing Programme Coordinator and Events Administrator in the planning and delivery of the events programme
- To support colleagues in the Student Experience team in identifying training opportunities and reviewing support mechanisms for student team members
- Support the Student Experience team with handling event enquires through multiple contact methods including; email, telephone, web and social media
- To assist in the Social Programme office if and when required performing basic administrative tasks.
- Maintain the highest standards of confidentiality at all times and deal with difficult situations in a sensitive manner ensuring the University policies concerning Equal Opportunities are upheld
- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work

- To undertake health and safety duties and responsibilities appropriate to the role
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations

Key Working Relationships:

- Events Officer
- Student Experience Team
- Wider Accommodation Services Team

Specific Management Responsibilities

Budgets: None

Staff: Helping manage student ambassadors at events

Other: An Apple MacBook and work mobile

PERSON SPECIFICATION	
Specialist Knowledge/Qualifications	<ul style="list-style-type: none"> • Experience of studying at school, college or foundation degree level • Interest or experience in planning and running events and activities to build communities
Relevant Experience	<ul style="list-style-type: none"> • Experience within Residence Life • Previous customer service skills in the service sector or education i.e. summer schools or camps • Basic understanding of health and safety (preferably within events) • An interest in arts, design and or fashion is desirable.
Communication Skills	<ul style="list-style-type: none"> • Outgoing, positive and friendly attitude with natural social skills with the ability to communicate with peers via social media. • Listening skills to gather student feedback and ideas. • Be able to communicate effectively with people for whom English may not be a first language. • To be able to write to a high standard and produce good quality literature
Planning and Managing Resources	<ul style="list-style-type: none"> • Plans, prioritises and organises work to achieve objectives on time. • Flexible and available to work some evenings and weekends (to be agreed in advance)
Teamwork	<ul style="list-style-type: none"> • Works collaboratively in a team or with different professional groups. • Contributes to the work of the team, providing support, assistance and cover where needed with a 'can-do' approach.
Creativity, Innovation and Problem Solving	<ul style="list-style-type: none"> • Uses initiative or creativity to resolve day-to-day-problems. • Distinguishes between the need to make a decision and when to defer to others. • Establishes basic facts by carrying out appropriate enquiries, identifying and using a range of sources.