



JOB DESCRIPTION – Residence Manager

Candidates are expected to spend time looking at the College website www.stclares.ac.uk which provides information about St Clare's and the courses we offer.

JOB SPECIFICATION	
Title of Post	Residence Manager
Purpose of Role	<p>To provide the support necessary to ensure that International College students are safe, happy, and able to enjoy both their academic studies and social life during their time at St Clare's, Oxford.</p> <p>In particular, the Residence Manager will ensure the smooth running and effective management of adult student houses on Banbury and Bardwell Road. In so doing, the Residence Manager will form effective and supportive working relationships with our students and will also communicate well with the International College team, and extended pastoral and support teams.</p>
Reporting Structure	Reports directly to the Director of the International College (ICD) .
Key Responsibilities	<p>Student Support</p> <ul style="list-style-type: none"> • Assists with the induction arrangements for new students to ensure that any “settling in” problems are resolved. • Manages arrivals, departures, and any Open Days on the ground, alongside the International College team, to ensure that activities run smoothly and that students and their parents or agents enjoy a friendly welcome to St Clare's and a pleasant leaving experience. • Encourages students to understand and observe the College's policies, for example, with regards to behaviour and Health and Safety • Provides a supportive presence and effectively counsels students who might need emotional, academic, social, or other assistance, pointing them to other sources of support when appropriate (such as the College Nurse, Counsellor, etc) • Liaises closely with the International College team and other relevant pastoral and support staff, raising any concerns about the progress or welfare of students when necessary. • Assists staff in understanding the individual circumstances and needs of each student, so that individual opportunities, talents and potential are developed and maximised. • Tactfully passes on requests for room changes to the Admissions Registrar and Accommodation and Welfare Officer • Ensures that students treat the belongings of others, and the fabric and furnishings of the houses, with respect. • Encourages students to develop a collective responsibility to support each other, and offers guidance in this respect, helping to resolve any problems amongst friendship groups in a sensitive manner • Ensures that students are fully aware of and encouraged to enjoy the full range of extra-curricular opportunities that are available at the International College • Convenes house meetings at a sensible time and encourages students to develop a sense of community spirit. • Takes appropriate action to deal with out-of-hours emergencies

- Supports the College’s policies and procedures with regards to discipline and appropriate behaviour and informs relevant members of the College’s management of any serious incidents.
- Understands the College’s policies on Child Protection and Safeguarding, and takes appropriate action, asking questions to gain clarity when necessary.

Facilities Management

- Provides clear instructions to others to ensure high standards of support, and the smooth running of the houses, as well as consistency between them
- Communicates professionally with neighbours and others in the local community, establishing and maintaining good relationships in the event of any comments on noise pollution or student behavioural concerns.
- At the end of the holidays, ensures rooms are ready for arrivals.
- Before the end of each term or semester, ensures that students tidy and empty their rooms before vacating them; carries out a check of all bedding, furniture, fixtures and fittings, prepares a list of repairs and items required for submission to the Housekeeping and Maintenance teams, and promptly returns any books left to the Library
- Manages rooms and houses: regularly checks and reports any concerns to Security, Maintenance, and Housekeeping regarding repairs etc. to ensure that houses, rooms, and equipment are in good order
- Undergoes regular statutory training as well as other role-specific training such as First Aid and Fire Awareness
- Flexible with time off to respond to emergencies.
- Adheres to all College policies and procedures with a particular focus on National Minimum Standards for Boarding Schools

Cross-College Communications

- Attends weekly Student Support meeting.
- Attends the College’s staff meetings, as required.
- Maintains close, professional, and regular contact with pastoral and support staff, Personal Tutors, and Oxford Security Services, also Housekeeping and Maintenance for the upkeep of the facilities.

Administration

- Keeps appropriate and data-compliant records of student information pertaining to health and wellbeing, and discipline, when necessary
- Keeps records of team meetings and any significant conversations

While every effort has been made to describe the main duties and responsibilities of the post, each individual task necessary for the successful performance of the role may not be specifically identified. The Residence Manager may therefore be required to undertake other tasks and duties that are commensurate with the grade and nature of the role and/or in the reasonable discretion of the College.

TERMS AND CONDITIONS

Terms of Employment	Permanent, full-time Start date: As soon as possible to coincide with the start of the new academic year.
Place of Work	3 Bardwell Road, Oxford, OX2 6SU
Hours of Work	Average of 40 hours per week worked during evenings and weekends over a 6-day week. There will be some variability of hours worked in any given week due to the nature of the role.

	Flexibility to work additional hours when demands are high.
Probationary Period	6 months
Notice Period	After probationary period, not less than one full term's notice
Salary / Accommodation	Salary range to £24,000 per annum dependent on skills and experience In addition, accommodation is provided throughout the year in a one-bedroom flat. All meals are also provided when students are catered for.
Holidays	34 days, including public and bank holidays (equivalent of 5.6 weeks) to be taken during student holiday periods. Some bank/public holiday working will be required when these fall on dates during the term.
Pension	A contributory pension is offered through St Clare's group personal pension scheme, following a 3-month deferment period. The employer pays 10% of gross salary and the employee pays up to 5%. Employee's contributions above 5% may be made, but do not attract a matching contribution from the employer.
Life Assurance	Death in service benefit is four times annual salary.
PERSON SPECIFICATION	
<i>The successful candidate will have demonstrated the following skills and experience:</i>	
Education and qualifications	<ul style="list-style-type: none"> • Educated to degree standard, or equivalent, and/or experience in a similar role (E) • First Aid Training (D) • Driving licence (D)
Knowledge, skills and experience	<ul style="list-style-type: none"> • Ability to self-manage and work supportively and sympathetically with a group of young adults, preferably international students (E) • Ability to motivate and inspire students to understand the St Clare's mission, and to establish, promote and maintain high standards of student behaviour and support (E) • A successful track record in dealing with welfare, social, well-being, health, and/or emotional issues from start to the finish (E) • An understanding of the confidentiality required for this role when working with sensitive information (E) • Ability to lead by example, and to demonstrate high personal standards, good common sense, and a strong work ethic (E) • An ability to communicate efficiently and clearly with students, staff and, when necessary, with parents or agents, including those whose first language is not English (E) • Good administration skills, including familiarity with a range of common Microsoft Office products (Outlook, Word, Excel) (E) • Ability to make sound judgments and ethical decisions, with a good attention to detail and effective record-keeping (E)

	<ul style="list-style-type: none"> • Training in pastoral care and safeguarding, and the ability to use this knowledge effectively in the context of working with adult students (D)
Personal skills and attributes	<ul style="list-style-type: none"> • Commitment to the ethos of St Clare’s, especially our mission to advance international education and understanding (E) • Ability to work in an effective and supportive manner as part of the International College team, and the wider pastoral and support teams (E) • A commitment to Continuing Professional Development and an inquisitive mindset (E) • Ability to deal with difficult situations, including student discipline, and to manage such instances effectively, with a positive outcome, whilst still remaining approachable (E) • Enthusiasm, stamina, and a positive mental attitude (E) • Adaptability, tact, sound judgement, and good initiative (E) • Professionalism, integrity, and flexibility (E) • Ability to cope under pressure and meet deadlines, with a good sense of humour (E)
References and Pre-employment Checks <i>St Clare’s is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. All offers of employment and contracts are issued subject to satisfactory references and outcomes on all necessary pre-employment checks including DBS records and establishing the right to work in the UK. Some or all of these checks may have been undertaken before an offer is made.</i> <i>Under the National Minimum Standards for Boarding Schools, we are required to follow the guidance in Keeping Children Safe in Education and undertake additional checks on employees.</i>	
References	<p>Full written references and phone references on quoted references may be obtained before or after interview. One referee must be your current or most recent employer. References must also include the last place of employment where you worked with children or vulnerable adults. References from friends or relatives will not be accepted. Please ensure referees know they will be contacted and will respond promptly.</p>
Identity, right to work and qualifications	<p>Original documents confirming proof of identity, right to work in the UK and relevant qualifications will be required.</p> <p>Note: We have a legal responsibility to ensure that all our employees have the legal right to live and work in the UK. If we make an offer of employment, we will need to check that you are eligible to work in the UK before you start work.</p> <p>If you don’t already have the legal right to work in the UK, we strongly recommend that you use the Home Office website to review the legal requirements of working in the UK as this will give you an indication of whether you may be eligible to work in the UK.</p>
Police checks / DBS	<p>Police checks / Disclosure and Barring Service checks will also be undertaken for which employees / prospective employees are required to provide information and consent. Candidates who have lived and worked abroad in the last five years will be required to seek good conduct references, or the equivalent, from the countries in which they worked, as a pre-requisite of employment.</p>

Health questionnaire	Satisfactory completion of a health questionnaire.
HOW TO APPLY	
Applications	Applications must be made using the College's standard application form which can be found on the College website at www.stclares.ac.uk/recruitment CVs will only be accepted if accompanied by a St Clare's application form.
Email	Applications should be submitted by email to recruitment@stclares.ac.uk
Post	Alternatively, send to: Recruitment, HR Department, St Clare's, Oxford, 139 Banbury Road, Oxford, OX2 7AL
Contact us	Email: recruitment@stclares.ac.uk Tel: 01865 552031
Deadline for applications	13 th August 2023
Interview date	Successful applicants will be invited to attend an interview on Friday 18 th August 2023.