

Resident Experience Coordinator

Job Reference:	9681
Department:	Accommodation Services, Student Support Services
Grade/ Salary:	Grade 1 Spine point 3 £14.25 per hour
Contract Type:	Fixed Term February 2023 - 1 st October 2023
Hours:	Up to 8 hours per week (Part time)
Location:	New Cross, London

Closing date for applications: 5 February 2023

Interviews: W/C Week starting 13 February 2023

Training W/C 20 February 2023

Goldsmiths

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

We are happy to supply information in alternative formats for disabled applicants.

Please contact hr@gold.ac.uk to make your request.



Passionate about advancing equality
and celebrating diversity.
Together, we are different



Together
we are different

Student Experience Directorate

Department of Accommodation Services

The Directorate

The student experience is at the centre of everything we do here at Goldsmiths. Whether it be through our research inspired teaching, an ever innovative curriculum or vibrant extracurricular and support offering, we have an unshakeable commitment to improving the experience of our diverse population.

The Student Experience Directorate is the part of Goldsmiths Professional Services that leads on the development and provision of outstanding student facing services. The directorate is responsible for ensuring that every student at Goldsmiths has an excellent student experience.

Working collaboratively, the directorate aims to attract the best talent possible to Goldsmiths, to steward them through from enquiry to application and enrolment, and the subsequently into their student experience and to support them to be successful students and graduates. The team coordinates a full suite of co-curricular activities in order to develop and support our students and works in partnership with our academic departments.

Accommodation Services

Accommodation Services is one of the professional service departments within Student Support Services and one that underpins the student journey. We endeavour to engage our students on a number of levels to encourage our students to thrive at Goldsmiths, engage with the general life of the university and in turn enhance their academic endeavours.

Accommodation Services is committed to providing students with an excellent customer focus approach; providing transparent procedures and responding to customer feedback. The Accommodation Services team works alongside, and in support of, the university academic departments and other professional services, to make sure every student gets the support, information and advice they need to fully engage with the university, the wider community and their peers.

Job description

Reporting to:

Accommodation and Campus Life Manager

Summary:

The Resident Experience Coordinator (REC) role works in collaboration with the Campus Life team to promote a harmonious communal living environment. The REC will organise and deliver a dynamic programme of events designed to engage and support students within halls. These activities will be developed based on student feedback as an ongoing process throughout the year. The RECs will work closely with a number of internal and external stakeholders to support integral events as part of the students' journey.

This role is approved to contribute to the Higher Education Achievement Report (HEAR). HEAR is a transcript given at graduation which records both academic and co-curricular achievements during your time at university. To see more details on how the Resident Experience Coordinator role can contribute to your HEAR visit <http://www.gold.ac.uk/hear>

Main duties

Student-led Events

- Work as a team to organise & deliver regular events tailored to meet the needs of the student resident population
- Provide post-event summaries and feedback from students
- Support team members' events as needed

Weekly Activities

- Host a weekly activity or drop-in within your specific halls of residence (i.e. free breakfast, art sessions, sport, etc.)
- Attend weekly meetings with the team

Social Media

- Share responsibility for the day-to-day running of the Accommodation social media channels on Facebook and Instagram as well as the website

Resident Life Newsletter

- Work collaboratively with team to create content for a monthly newsletter. This will be distributed to all residents and will detail key events and articles relating to resident life.

Student Feedback and Engagement

- Create opportunities for residents to provide qualitative feedback
- Host termly focus group/feedback sessions
- Respond to student enquiries across various platforms

Notice Boards Activity

- Manage notice boards within your specific halls of residence. Update when new material is provided

Additional Requirements

- Assist Accommodation Services with a number of activities that take place throughout the year: Open/Applicant days, Welcome Week, etc.
- Required to be available during resident departure dates (late Jun/early July)
- Opportunity to work on projects related to student experience within residences or other departments
- Ensure that you are aware of and aligned with Goldsmiths' regulations, strategies and objectives to work together to proactively advance Equality and Diversity
- Maintain a safe working environment by participating in training as necessary and following Goldsmiths' Health and Safety Codes of Practice and Policy
- Due to the nature of the role, face-to-face presence during the hours of the work will be required

- Being willing and able to travel across various halls of residence, as well as across London to support events and activities, including during the evenings and during weekends

Any other duties as reasonably required

Person Specification

Detailed below are the types of qualifications, experience, skills and knowledge which are required of the post holder. Selection will be made upon evidence of best-fit with this criterion.

The Essential criteria sections show the minimum essential requirements for the post. Therefore, if you cannot demonstrate in your application you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

A = Application form **C = Certificate**
I = Interview **R = Reference**
T = Test / P = Presentation

	Category
Essential Criteria 1 - Qualifications	
Registered as a student at Goldsmiths, University of London for 2022-2023 academic session on a full-time course, studying for the full year	A
Desirable Criteria 1- Qualifications	
Graphic design courses and design software	A, I
Essential Criteria 2 - Experience	
Previous or current experience living in Goldsmiths student accommodation	A
Prior experience of working/volunteering in a customer-facing role or as a Student Ambassador	A, I
The ability to manage and organise your workload	A, I
Desirable Criteria 2 - Experience	
Participation in societies/clubs/activity groups at an organisational level	A, I
Working/volunteering in a team environment	A, I, T
Planning and delivery of events	A, I, T
Producing posters and promotional materials	A, I
Experience of using social media and similar platforms to promote events and manage bookings (Wordpress, Instagram, Eventbrite, Linktree etc.)	A, I
Experience of having worked at a summer camp or similar, or having lived or studied abroad	A, I

Essential Criteria 3 – Knowledge	
Knowledge and ability to relate to students and have empathy/understanding of the diverse student population	A, I
Familiar with New Cross and local area	A, I
Desirable Criteria 3 - Knowledge	
Understanding of various student networks and events taking place on campus, i.e. through the Students' Union	A, I
Essential Criteria 4 - Skills	
Self-motivated and ability to work well under pressure	A, I
Administrative and communication skills (written and verbal)	A, I
Strong organisational skills and an adherence to deadlines	A, I
Confident and energetic, comfortable talking to others and leading events	A, I
To understand and be committed to equal opportunities, diversity and inclusion	A, I
Desirable Criteria 4 - Skills	
Mediation skills	A, I
Additional Requirements	
Available to work evenings and weekends with a flexible attitude towards duties and hours of work	A, I

Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on the first day of appointment.

For more information about the role, please contact Violaine Le Breton at v.lebreton@gold.ac.uk

Summary of Benefits

If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with a comprehensive and innovative staff development programme.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about.

We can supply information in alternative formats for people with a visual impairment or dyslexia.

For this please contact hr@gold.ac.uk, or visit www.gold.ac.uk/hr.

Thank you for your interest in working with us, we wish you all the best with your application.