

Candidate Information

Position:	Residential Life Co-ordinator
School/Department:	Student and Campus Experience
Reference:	25/112923
Closing Date:	Monday 20 October 2025
Salary:	£29,594 to £32,186 per annum, plus 18% shift allowance.
Anticipated Interview Date:	Tuesday 4 November 2025
Duration:	Permanent

JOB PURPOSE:

To support the delivery of the Residential Life Programme at Queen's University and achieve the creation, development and implementation of inclusive student communities that focus on the emotional, physical and mental health and well-being of the students living in those communities. The role will support the Residential Support and Events Manager with the implementation of the full programme but will have specific line management responsibilities for the delivery of the calendar of social events/activities and managing a team of Residential Assistants.

The post involves working in a shift pattern over 7 days, with Shift Allowance of 18%. Shifts could be between 8.00am to 11.00pm. There are multiple accommodation sites, including nomination buildings. The post holder will be based in any of the accommodation hubs and will be required to rotate locations regularly.

MAJOR DUTIES:

1. Recruit, train and supervise a team of Residential Assistants, ensuring they meet their contracted duties and responsibilities, ensuring all objectives and key tasks are met in line with established departmental and University strategic goals.
2. Deliver a calendar of social events and activities, for all Queen's Accommodation resident students that are inclusive and have a clear and demonstrable focus on the emotional, physical and/or mental health and well-being of the students as well as helping.
3. Liaise with the Students' Union, Queen's Sport and other stakeholders to ensure the social programme makes best use of resources by drawing together existing activities thereby avoiding duplication and delivering new activities where gaps are identified.
4. Working with Queen's Accommodation web and social media team, create, manage/monitor and develop the Residential Life social media and web presence, creating student focussed content on a regular basis in accordance with the relevant Queen's University Policies and Procedures to promote the Residential Life programme. Take lead on ensuring all other associated staff, e.g. Residential Assistants, are trained and engaged with these channels of communication and are providing content to the Queen's Accommodation social media team on a regular basis.
5. Ensure all Residential Life activities are delivered within specified budgetary targets.
6. Supervise all Health and Safety issues related to the Residential Life Programme, ensuring Risk Assessments are always completed and complying with established Health and Safety Policies and Procedures, ensuring any resulting actions are reported to the Residential Support and Events Manager.
7. Ensure all social events/activities within Queen's Accommodation are developed, delivered and monitored ensuring student communities and well-being is the focus of all aims and objectives related to this area.
8. Attend regular meetings with all relevant stakeholders as required to enable all those involved in student support work together to meet the goals of the programme and provide appropriate student support.
9. Assist in the development of university wide Welcome and Orientation programmes through membership of relevant committees or organising bodies.

10. Contribute to reporting on the Residential Life Programme, clearly identifying successes, failures, opportunities and threats with recommendations for actions that will drive continuous improvements for the University's wider strategic aims. Monitor student feedback via regular focus groups, questionnaires and surveys, in order to improve service provisions and enhance the overall student experience.
11. Attend Open/UCAS Days, to advise prospective students on university accommodation matters.
12. Support the Residential Support and Events Manager with the planning and implementation of the arrival of new students into accommodation as well as the end of contract departure period for students moving out of their accommodation, to ensure there is a clear plan in place identifying activities and resources required for an effective operation during these periods.
13. Support student's welfare by proactively seeking out and bringing to the attention of Management, those students who could be deemed as "at risk".
14. Provide reports on all incidents and events that occur in university managed accommodation, whilst on duty, highlighting and carrying out any necessary follow up actions.
15. As part of the Residential Life Green team, work to achieve the Green Impact environmental accreditation and contribute to the University's Carbon Management Plan and Carbon Reduction Policy and. Encourage all team members to recycle appropriate items and reduce energy consumption, in line with objectives set by Queen's Accommodation. Play an active part in team goals in relation to carbon reduction and bring new ideas and initiatives to the Queen's Accommodation Green Impact team, through engaging with those staff members who are members of the committee.
16. Adhere to the QUB Data Protection Policy.
17. Undertake any other responsibilities which are appropriate to the post as may be reasonable requested by the Residential Support and Events Manager.

ESSENTIAL CRITERIA:

1. A minimum of five GCSEs at Grade C or above (or equivalent) to include English Language and Mathematics or NVQ Level 2 Administration or equivalent.
2. *Experience of supporting and signposting students or young adults who are experiencing difficulties, including poor mental health.
3. *Experience of supervising and mentoring young adults or students.
4. *Experience of planning or scheduling work for days and weeks, and experience of responding to changing pressures or requirements.
5. *Experience of planning, organising & facilitating an events programme for young adults or students.
6. IT literacy, ability to use computer package(s) relevant to area of work and confident use of social media platforms relevant for young people or students.
7. Good interpersonal skills, including the ability to persuade, motivate and organise others.
8. Ability to deal with issues of confidentiality and sensitive situations.
9. Able to work across any of the accommodation hubs and willing to rotate locations regularly.
10. Satisfactory Access NI check by the University.
11. *Valid UK Driving Licence.
12. Work 37 hours over seven days, including weeknights, weekends and public holidays.

DESIRABLE CRITERIA:

1. Relevant higher qualification e.g. Sociology or Events Management plus significant relevant experience.
2. Experience using Canva or Canva Pro.
3. Experience of preparation and delivery of presentations.
4. Knowledge of current issues impacting on Higher Education.

ADDITIONAL INFORMATION:

Criteria marked with an asterisk will be used at the shortlisting stage.

Informal enquiries may be directed to: Debbie Beggs-Goodman at d.beggs-goodman@qub.ac.uk