Assistant Student Services Manager
Job Description and Person Specifications

**Role:** Assistant Student Services Manager (ASSM)
**Salary:** £20,800 per annum
**Annual leave:** 28 days per year
**Reporting to:** Student and Enrolment Services Manager
**Contract period:** Fixed-term contract of 2 years

**JOB SUMMARY**
Reporting to the Student and Enrolment Services Manager, the incumbent works as part of the Student Services team which ensures the provision of the full range of the department’s student support services and programs to students.

This position is primarily responsible for the implementation of campus-wide educational and community programming, which includes providing a positive, safe, community environment that supports student growth, wellness, and development in keeping with the mission and values of Queen’s University and the Bader International Study Centre. Development of the programming calendar will be in partnership with the Assistant Student and Enrolment Services Manager (ASESM) in order to ensure congruity between the student clock and programming falling under the responsibility of the ASEM.

The position also facilitates access to health services (including counselling and physical health services), and oversees the smooth running of the Volunteering and Peer Health Educator programs. The Assistant Manager will also be expected to support and staff campus initiatives developed by the Student Services department, including but not limited to, Orientation, Arrivals, and the End of Term ceremony.

The successful candidate must be eligible to work in the UK. Please note this position is not eligible for a Tier 2 visa and that only nationals of certain countries are eligible for a Tier 5 (Youth Mobility Scheme) visa.

**PROGRAMMING**
- Take a lead role in planning, executing, and evaluating programs and educational and community building initiatives which create a positive, intercultural, learner-centred community and promote academic success, including the coordination and evaluation of programs that are educational, cultural and recreational in nature;
- Coordinate and develop the volunteering program, and liaise with on- and off-campus partners, with supervision of an SLC responsible for the day-to-day running of the program;
• Coordinate the Peer Health Educator program, with supervision of an SLC responsible for the day-to-day running of the program;
• Review programming logs and submit own logs for review;
• Support, attend, positively participate in, and run programming initiatives;
• Assist the Manager in identifying programming needs for the residence community by conducting formal and informal assessments;
• Work collaboratively with the ASEM to develop, coordinate, and update the student activities calendar;
• Foster, encourage, and reward student learning and co-curricular participation;
• Advise, assist, and oversee SLCs in their implementation of programs;
• Help SLCs with administrative aspects of programming, and assist them with resources they may need;
• Administer the programming budget and order relevant supplies;
• Advertise programming events well in advance (e.g., via email, poster, social media, and word-of-mouth);
• Monitor and contribute to BISC Student Services social media;
• Support and staff campus initiatives developed by the Student Services department, including but not limited to, Orientation, Arrivals, and the End of Term ceremony.

STUDENT WELLNESS
• Maintain awareness of relevant services (e.g., on-site counsellor, doctor’s office);
• Provide informal counselling and referral to individual students;
• Coordinate bookings for the on-site counselling service;
• Organise the registration of First Year students with the local doctor’s office/National Health Service;
• Be the campus-wide point of contact for students disclosing incidents of sexual violence, facilitate access to support mechanisms for students affected by sexual violence, and participate fully in the promotion of a culture of consent on campus;
• Develop and deliver relevant programming (e.g., mental health, healthy lifestyles, safer sex, and alcohol awareness);
• Practice a high level of accountability around student follow-up, record-keeping and reporting (e.g., by submitting Contact Sheets on eRez);
• Liaise with campus partners in the delivery of wellness related programming;
• Eat meals in the student dining facilities to increase visibility and connection opportunities with students.

ON-CALL AND CRISIS MANAGEMENT
• Participate in the on-call rota to ensure urgent incidents receive appropriate response and attention and, when asked, assist in the coordination of said rota;
• Maintain a solid understanding of the BISC Rules and Regulations and communicate relevant policies, and all emergency procedures to students as needed;
• Respond appropriately to emergency and crisis situations;
• Assist the Student Services team, Security Services, emergency services personnel and other authorities as directed in emergency situations;
• Be available to staff and students in need in the event of an emergency/crisis;
• Ensure accurate reports are filed and passed on for review/follow-up as necessary;
• Inform Manager of critical incidents and give updates as requested;
• Maintain awareness of campus and community resources;
• Develop excellent working relationship with Security and Reception staff.

STUDENT CONDUCT
• Respond appropriately to violations of the BISC Rules and Regulations and communicate BISC Rules and Regulations to students;
• Use eRezLife to properly and promptly document student interactions/incidents;
• Handle informal resolution where appropriate.

BUILDING OPERATIONS
• Report damages or maintenance issues that need to be addressed by filing a maintenance request;
• Promote building respect and pride, encouraging student responsibility for building and grounds cleanliness and maintenance;
• Promote building security, and expectations for personal and community safety.

EXPERIENTIAL LEARNING OPPORTUNITIES AND STUDENT SERVICES TRIPS
• Staff Experiential Learning Opportunities and/or Mid-Term Trips (arranged by the Experiential Learning Office) as needed. Typically, Assistant Managers will only staff the Mid-Term Trips once per semester;
• Staff Student Services trips as needed. Typically, Student Services offers 2-3 day trips in the Fall and Winter semesters, as well as some shorter trips.

ADMINISTRATIVE RESPONSIBILITIES
• Assist in ensuring SLCs are following the work order system protocols;
• Assist in developing, revising, and implementing operational procedures;
• Assess and report on programming efforts to Manager;
• Assist the Manager in addressing student and parent issues to resolve them in a satisfactory manner;
• Assist in check-in and check-out processes for students and Student Services staff;
• Assist Manager with summer operations whenever necessary;
• Prepare an end-of-the-year report;
• Perform regular checks of the facility conditions, and report any maintenance issues. This includes a minimum of one set of rounds of the residence building each month;
• Coordinate inventories of equipment and resources;
• Assist in General Office duties, greeting students and other visitors as they enter the office, directing clients, giving information, assisting in any other questions or concerns clients have;
• Assist in organizing campus tours, and work collaboratively with Housekeeping/Operations to ensure prospective students can have a positive experience visiting the BISC;
• Be familiar with the policies and procedures of Student Services;
• Encourage and support joint initiatives and collaboration between Student Services and other departments;
• Assist in the maintenance of the department’s contact database;
• Assist in reading, sorting, and answering of emails sent to the studentservices@bisc.queensu.ac.uk and counseling@bisc.queensu.ac.uk email boxes;
• File relevant Finance forms by specified deadlines;
• Complete risk assessments as required;
• Perform other administrative tasks and responsibilities as assigned;
• Participate in campus committees, as required by the Manager.

STAFF RECRUITMENT, SELECTION, TRAINING, SUPERVISION, AND DEVELOPMENT
• Assist the Manager in staff recruitment process, including advertisements, recruitment, interviews and selection. Be present for interviews. Assist the Manager in administrative functions of hiring;
• Assist with the planning and facilitating of SLC training. This includes a departmental orientation and training workshop prior to the Fall semester, and summer staff training in Kingston, ON;
• Together with your co-Assistant Manager assist the Manager with SLC supervision, including written and verbal feedback and documentation when needed;
• Address SLC conduct issues when necessary and report major conduct to Manager;
• Assist Manager with the coordination of on-going staff development activities;
• Serve as a positive role model for staff and students, including projecting a positive attitude toward the position, department, and institution

Additional duties as specified by the Student and Enrolment Services Manager.

PERSON SPECIFICATION

Essential Criteria
• University degree, with additional consideration given to those candidates with education in a related field;
• Professional experience working in Residence Life, Student Services, and/or Student Affairs;
• Strong knowledge of student development theory;
• Excellent supervisory skills;
• Relevant training such as EGALE, Positive Space, ASIST, SafeTalk, Mental Health First Aid;
• Suitable experience in a university residence environment;
• Excellent communication skills, in particular oral communication and fluency in English;
• Decision making and conflict management skills;
• Proven ability to work positively as a part of a team and on own initiative;
• Proven ability to behave in an appropriately assertive way and deal with difficult situations;
• Demonstrated awareness of, and sensitivity to, cultural, ethnic, and individual diversity and values;
• Experience in, or familiarity with, the Canadian post-secondary sector would be an asset;
• Willingness and ability to work flexibly;
• Good understanding of confidentiality in an institutional setting;
• Commitment to equal opportunities, diversity, and inclusion;
• Satisfactory enhanced Disclosure and Barring Service (Criminal Records Bureau) check (or equivalent);
• Equivalent combination of education and experience will be considered.

Special Skills
• Superior organizational and problem resolution skills.
• Ability to work in a team to reach common goal(s); accept and give constructive feedback;
• Creative, proactive, and self-starting. Availability and willingness to go above and beyond whenever possible;
• Event management experience;
• Exercise sound judgment and ethics to handle situations appropriately;
• Strong command of word processing, spreadsheet, and database programs, as well as knowledge of web authoring platforms, graphics programs, and social media.

ACCOUNTABILITY
The ASSM is directly accountable to the Student and Enrolment Services Manager. The ASSM will be expected to liaise and communicate with a wide and varied group of stakeholders. These include students, colleagues, staff, student committees, faculty and security staff as well as external agencies such as the police, health and fire services.

DECISION MAKING
• Exercise independent judgement on a day-to-day basis in implementing programs and services;
• Manage budget responsibilities within the position as assigned.

SALARY/BENEFITS
• Salary of £20,800 per annum;
• This is a live-in position in a partially furnished, 1-bedroom apartment in the residence building is provided at no expense, including kitchen, internet access, and TV;
• A telephone service is provided. You are responsible for all non-work charges to your phone number. Your phone number will be listed in some staff manuals;
• Access to on-site gym and library;
• There are shared staff laundry facilities and a staff common room in the residence building;
• Meal plan is optional, and is available except during the BISC’s closure periods;
• Contributory pension scheme and salary continuance scheme are available after appropriate periods of employment at the BISC.
• Ideal start date in June/July 2017.

HOURS
40 hours per week not inclusive of on-call schedule. There are no universally fixed hours of work for the ASSM. Work patterns vary depending on the schedule of events, as well as the on-call rota which amounts to approximately 10 days per month. Considerable flexibility in hours of work will be expected (e.g., available for irregular hours, extended work days, on-call emergencies, and weekends).

LEAVE
28 days per annum. The Assistant Manager will be required to be available at key times of the year, such as Orientation, training and the opening and closing dates, as well as being available for the Mid Term Trip and at
weekends, for example for Experiential Learning opportunities. Vacation times must be approved by the Manager in advance.