

## JOB DESCRIPTION

**JOB TITLE:** Residence Supervisor

**REPORTS TO:** Residence Duty Manager

**RESPONSIBLE FOR:** The Residential Supervisor is appointed to look after students staying in our Residence in Dublin and is responsible for the welfare of the students in the residence. A well-organised activities programme is crucial to the success of a summer language school. The evening programme is scheduled by head office and coordinated by the Residence Duty Manager. The Residential Supervisor is responsible for the smooth and successful promotion and delivery of the evening activities programme, ensuring students, aged 11-17, are motivated and all activities are run to a high standard.

### MAIN DUTIES AND RESPONSIBILITIES:

- Assisting the Residence Duty Manager in planning, implementing and supervising of evening activity programme.
- Ensuring the safety and welfare of students at all times, maintaining student behaviour and guaranteeing rules and regulations of Residence are followed by monitoring students on site.
- Assist in general with the smooth running of the residence, ensuring the students enjoy their stay.
- Create a positive and entertaining atmosphere for all students, ensuring all students feel included and pro-actively encourage students to take part in the activities.
- Being willing to deal with any unexpected emergency that may occur in the Residence during the night.
- Organise pre-arrival inspection of each apartment and inspection immediately prior to departure.
- Assisting with Individual & Group arrival & departures.
- Welcoming students and group leaders on their first day explaining health and safety issues, explaining the rules and giving an orientation of the residence.
- Being aware of any students with existing medical conditions e.g. asthma or allergies, or on medication. Making doctor appointments if necessary.
- Reporting any damage of property to the Duty Manager.
- Checking student's rooms each night, ensuring students are in rooms by curfew.
- Supervising breakfast and dinner.
- Look after materials and equipment and ensure they are returned after each activity.
- Establish and maintain positive relationships with colleagues and suppliers.
- Assist office staff with administration duties when necessary.
- Ensure effective communication between Residence Duty Manager and participants.
- Assist in setting-up and closing the residence.
- Attend all required training
- Any other duties as required.

(This list is not exhaustive)

**PERSON SPECIFICATION:**

**Essential;**

Flexible approach to the working day.

Outgoing personality, with enthusiasm for the role and a proactive approach.

Enjoys working with children and young adults.

Team player.

Excellent communication and organisational skills.

Leadership and supervisory skills.

Ability to work in high pressure environment.

Ability to create and sustain professional relationships with young adults, colleagues and suppliers.

Ability to take direction, as well as work on own initiative.

Excellent interpersonal skills.

Professional and presentable manner.

Fluency in English language.

**Desirable;**

Experience in; a similar role, customer service, supervising, administration.

Knowledge and understanding of the ECI activities programme.

Driving License.

**CIRCUMSTANCES**

This position includes full-board residential accommodation

Indicative hours only;

5 evenings shifts per week, 17.00 – 09.00 the following morning. Please note that the 2 nights per week that are not scheduled may not be the same each week.

Some day work will be required at weekends for arrivals and departures. This will be rostered by the Residence Duty Manager

Additional hours may be required.