



Residence Manager – Fairholme Residence

St Brelade's College is a private, accredited English language school based on the beautiful island of Jersey. Our summer school has been in operation for over 30 years, offering foreign students of all nationalities a chance to learn English, take part in a range of fun activities and experience life in a Jersey host-family or stay at one of our residences.

The Residence Manager has overall responsibility for the accommodation at our Fairholme residence, working with the other team members (Residence Housekeeper and 2 x Residence Supervisors) to ensure that students are well looked after and a good standard of service is provided at all times.

The residence housekeeper is responsible for cooking and cleaning and the two residence supervisors provide mealtime support and evening supervision duties. It is therefore up to the residence manager to ensure overall standards are met and provide support where necessary. The residence manager and supervisors are also responsible for managing one of the school emergency phones (see below).

The Fairholme residence is situated near Havre Des Pas pier, around 5 – 10 minutes' walk to St Helier town centre. In the main building there are 13 ensuite rooms (up to 34 beds) for students plus a separate self-contained flat for the residence Housekeeper and her family. The Residence Manager has a single ensuite room on the ground floor while the two residence supervisors have a twin room in the main building. The residence runs for 10 weeks over the summer period.

Key Duties

Meal Planning

- » Work with housekeeper to plan healthy meals for up to 34 students plus staff
- » Order all food and supplies within allocated budget (online or at local supermarkets)
- » Ensure students with special diets / food allergies etc are catered for
- » Check that students have sufficient food in their breakfast / packed lunches / dinner
- » Supervise one breakfast per week

Weekend Arrivals / Departures

- » Work with school to manage the weekly arrivals & departures
- » Ensure all new students arriving are welcomed, following up any missing arrivals immediately
- » Work with residence supervisors to give new students a weekly induction meeting
- » Ensure that students are aware of their departure times and are prepared to leave on time
- » Oversee weekly room changeovers
- » Ensure weekly room inspections take place
- » Emergency phone cover

Emergency Phone Cover (4 evenings plus weekends)

This role also involves responding to one of the school emergency lines – these are generally from host families with general questions about their students and the programme. Training will be provided for this area, and one senior manager from the school will be contactable by phone at all times.

- » Answer out of hours calls from host families / students / parents
- » Non-urgent calls may be answered on the spot or referred to the office during normal working hours.
- » More urgent calls (e.g. a student has arrived home drunk) may need assistance from the senior manager on duty.
- » Keep a log of any calls received and action taken if required

Evening Duty (1 night per week)

Evening duty involves being at the residence from the time students arrive back from activities (16h30) until bed time (23h00). As most students will go out straight after dinner, much of the evening can be used as free time as long as the person on duty is always on site and ready to react to any issues that occur.

- » Be available from 16h30 to deal with any student problems
- » Ensure students are at the table for dinner
- » Help serve and ensure students clean their plates up after
- » Help tidy kitchen and prepare packed lunches
- » Evening room checks
- » Check all students home by curfew time
- » Deal with any discipline issues (e.g. drinking / missed curfew)
- » Ensure students are in bed on time
- » Monitor corridors after lights out to ensure students aren't in each other's rooms

Evening Backup (4 nights per week)

Evening backup involves providing support for the residence supervisor 'on duty' as required. As we provide a supervision ratio of 1:20, this is usually only necessary when all students are present together at the same time (i.e. dinner / curfew).

- » Provide support as required for residence assistant on evening duty.
- » Emergency phone cover
- » Deal with student welfare issues, discipline, first aid / emergencies / hospital

Person Specification

The Residence Manager plays a key role in the summer school. Therefore this is a senior position which is challenging but also rewarding. The job requires mainly evening and weekend work, as students are at school every day during the week and are not allowed back to the residence before 16h30. The residence manager should be prepared to be 'on duty' for significant periods of time. There is one evening plus one full day (i.e. 24 hours) off per week.

Key Attributes

- » Experience in a similar role involving children essential
- » Good command of English
- » Outgoing and enthusiastic personality
- » Willingness to interact with students
- » Ability to show maturity and responsibility when dealing with teenagers
- » Calm under pressure – especially when managing the emergency phone line
- » Recent First Aid an advantage
- » Driving License / own car preferred

Salary

The position is available from 17th June - 26th August 2017.

A salary of £550 per week is provided in addition to free accommodation and board. A bonus up to a maximum of 10% of gross salary is also payable on successful completion of the contract. If required a petrol allowance is also provided.

Example Supervision Roster

Note that the below roster is provided as an example. The Residence Manager may make amendments to the schedule timings etc where appropriate.

	Supervisor A	Supervisor B	Residence Manager
Monday			
Breakfast	ON		
Evening Duty	Night off	ON	
Evening Backup	Night off		ON
Tuesday			
Breakfast		ON	
Evening Duty		ON	Night Off
Evening Backup	ON		Night Off
Wednesday			
Breakfast	ON		
Evening Duty	ON	Night off	
Evening Backup		Night off	ON
Thursday			
Breakfast		ON	Day off
Evening Duty	ON		Day off
Evening Backup		ON	Day off

	Supervisor A	Supervisor B	Residence Manager
Friday			
Breakfast	ON		
Evening Duty			ON
Evening Backup	ON	ON	
Saturday			
Breakfast		Day off	ON
Arrivals Assistance	ON	Day off	ON
Evening Duty	ON	Day off	
Evening Backup		Day off	ON
Sunday			
Breakfast	Day off	ON	
Arrivals Assistance	Day off	ON	ON
Evening Duty	Day off	ON	
Evening Backup	Day off		ON