

Residence Life Manager

Housing & Ancillary Services



Classification & Regular Hours

Hours per Week: 35

Salary Grade 16

The base salary will be \$74,990 - \$88,230 per annum. Starting salary will be aligned with the successful candidate's experience, skills, and demonstrated qualifications.

Please note, this is a temporary full-time contract opportunity with an expected end date of March 31, 2027. This contract includes a comprehensive benefits package.

About Western

Since 1878, Western University has been committed to serving our communities through the pursuit of academic excellence and by providing students, faculty, and community members with life-long opportunities for intellectual, social, and cultural growth. We seek excellent students, faculty, and staff to join us in what has become known as the "Western Experience" - an opportunity to contribute to a better world through the development of new knowledge, new abilities, new connections, and new ways to make a difference.

About Us

The Housing & Ancillary Services (HAS) portfolio is a self-funded Division generating over \$100M in annual revenues and is comprised of more than 900 full-time and sessional employees. Our undergraduate residences and university-owned apartments are home to over 7,300 students from 66 different countries from around the world. We provide thriving residence communities which engage our diverse student population while supporting the academic mission of the University and ensuring profitability and cost effectiveness of the Housing operation

Responsibilities

This Residence Area Manager provides leadership and promotes an atmosphere which supports academic achievement and fosters responsible decision-making. The incumbent will contribute to students "learning outside the classroom" through the implementation of the Residence Life program. The Residence Area Manager will develop and assess residence policies and procedures and will work collaboratively to create initiatives that meet the continually changing needs of students. Through the supervision of the Residence Life Management team, the incumbent facilitates an environment that is dedicated to holistic student support and community development by supporting our residential curriculum and learning goals. The Residence Area Manager will work collaboratively to address high-risk behavioural matters, gender-based violence disclosures and student mental health concerns. The incumbent leads all administrative and

managerial functions within their assigned neighbourhood in support of the Residence Life Coordinator(s) and Programming Coordinators, and in accordance with Housing's strategic directions and goals.

Qualifications

Education:

- University degree including studies in Behavioural Sciences, Social Sciences and/or Education
- Master's degree focused in Behavioural Sciences, Social Sciences and/or Education preferred

Experience:

- 3 years' professional residence experience with demonstrated leadership experience
- Employment experience demonstrating risk management skills
- Previous Western University residence experience preferred

Knowledge, Skills & Abilities:

- Excellent organizational and time management skills and ability to assess priorities, work independently to meet required deadlines with conflicting demands and changing priorities
- Ability to set priorities, delegate effectively and make sound decisions
- Results-oriented and able to handle many tasks and maintain a high level of individual and team performance
- Working knowledge and/or experience building teams within a large community of students, student-staff, and professional staff
- Knowledge of financial principles related to creating and maintaining a budget
- Demonstrated ability to interact effectively with individuals at all levels of the organization and the public
- Ability to effectively lead, coach and supervise a professional team while promoting a culture of high performance, accountability, student/tenant satisfaction and service quality
- Strong customer service skills to handle inquiries and resolve issues in a professional and timely manner
- Strong problem-solving skills with an ability to provide solutions using a consultative and collaborative approach to addressing issues and opportunities
- Ability to develop relationships and work collaboratively with diverse staff, faculty, and students High level of integrity and trust, tact and diplomacy
- A well-defined sense of diplomacy and judgement including solid negotiation, crisis management and conflict resolution skills
- Approachable and understanding individual with a high degree of customer focus
- Ability to identify and respond to contentious or politically sensitive issues with discretion
- Ability to demonstrate high emotional intelligence in order to perceive and understand the emotions of others and interact with them appropriately based on those emotions
- Good listening skills and an ability to establish effective routines for excellent communication with all members of the team to maximize productivity

- Ability to handle conflict constructively with well-developed conflict resolution skills
- Capacity to establish rapport, support and demonstrate openness to persons of diverse backgrounds and beliefs
- Strong oral and written communication skills with well-developed presentation skills
- Intermediate computer skills in Microsoft Office (Word, Excel and PowerPoint)
- Ability and willingness to be on-call on a rotational basis, and to work seasonally long hours, including frequent events and weekends

Background Checks

Please note, successful applicants may be required to produce a current Police Vulnerable Sector Check from a police service prior to commencing employment.

Western Values Diversity

The University invites applications from all qualified individuals. Western is committed to employment equity and diversity in the workplace and welcomes applications from women, members of racialized groups/visible minorities, Indigenous persons, persons with disabilities, persons of any sexual orientation, and persons of any gender identity or gender expression.

Accommodations are available for applicants with disabilities throughout the recruitment process. If you require accommodations for interviews or other meetings, please **[contact Human Resources](#)** or phone 519-661-2194.

Please Note:

Interested applicants are asked to visit: **<https://recruit.uwo.ca>** for further information and to apply online referencing job #42120 by 11:59PM on March 28, 2026.

This position is an existing vacancy. This position is fully in-person, on-site. We thank all applicants for their interest; however, only those chosen for an interview will be contacted.