

**Job Description**

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| **Job title:** | **Residence Life Buildings Co-ordinator** |
| **Department/School:** | **Campus Services** |
| **Grade:** | **4** |
| **Location:** | **University Campus accommodation** |

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| **Job purpose** |
| This role is responsible to the Residence Life Operations Team Leader for the operational day to day running of a section of university accommodation and the management of the staffing therein to achieve an effective and efficient service for the customers.  The role effectively runs two distinct operations, that of student accommodation during the academic year and a hotel operation during the summer months, including the planning required in the preceding months. |

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| **Source and nature of management provided** |
| This post reports to the Residence Operations Team Leader who maintains daily contact with the post holder for general guidance and planning. |

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| **Staff management responsibility** |
| A dedicated team of Domestic Assistants and Porters within a specified area,  including casual staff during the summer months of June – September. |

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| **Special conditions** |
| HOURS OF WORK:  36.5 hours per week falling between 0800 and 1800 hours.  The post holder will be required to work 5 days out of 7 to cover weekend operations throughout the summer months and on a rota throughout the rest of the year |

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| **Main duties and responsibilities** |
| To be responsible for daily work allocation and supervision of Domestic Assistants and Porters, ensuring effective use of resources, informally addressing any performance or excessive absence with staff as required. |
| To conduct staff training with new and current staff. This will include COSHH, Health & Safety, Tool Box Talks and training on operational procedures, identifying the need for both personal and team training development. |
| Manage on a day-to-day basis all HR issues in respect of staff reporting to them, including conducting SDPRs (job chats), authorising absence, monitoring sickness absence, ensuring Back to Work interviews are conducted and recorded |
| To be responsible for conducting regular 1-1 and team meetings with domestic and porter staff, ensuring excellent communication |
| To be responsible for the effective practical training of all casual staff recruited during the summer months, including training on completion of timesheets |
| To conduct regular accommodation checks to ensure the Service Level Agreement is maintained by both cleaning staff and residents, rectifying all issues of cleaning with either staff or students when necessary |
| To ensure excellent customer service is delivered at all times, including delivering professional and consistent verbal and written communication |
| Conduct “meet and greet” and “departure talks” with student kitchen groups and maintain regular contact throughout the year by ensuring students are regularly asked for their opinions and feedback |
| Ensure compliance by students of Residential Rules, in particular RR15 on cleanliness standards required. Follow Department’s strategy for warning students of the need to improve |
| To manage the operation of the accommodation throughout the summer vacation period, ensuring we achieve all commercial SLAs for room turnaround and provide a hotel standard of service at all times |
| To respond to customer feedback on Request Tracker in order to continually improve services |
| Ensure all communication displayed around the residences is accurate and up to date |
| To be responsible for stock control, including issuing and recording of cleaning supplies allocated to housekeeping staff, linen management, completing stock requests and assisting with the monthly stock takes of both cleaning materials and linen |
| Day to day management and monitoring of the Housekeeping budget including all cleaning materials, consumables and furniture and equipment |
| To support the management team with the planning and achieving successful, speedy turnaround of accommodation from student departure to commercial business and from commercial business ready for student intake; this will include the use of reports from a computerised room  management system, which is used daily during the busy summer months. |
| To be responsible for conducting quarterly Health & Safety and room checks in designated area |
| To be responsible for weekly fire alarm testing, safety checks and checks of fire equipment. |
| To be responsible for ensuring any keys issued are properly recorded, in line with the “key security” procedure |
| Responsible for reporting to Campus Infrastructure maintenance issues raised by students and guests and for physically checking work is completed |
| Responsible for physically checks to ensure work is completed |
| To take an active interest in, and contribute to the delivery of successful campaigns such as “Zero Waste” and “Student Switch Off” |
| To report all accidents and incidents as per legislative University procedure |
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| Ensuring that as part of your duties you minimise energy consumption e.g. water and electricity and maximise the recycling opportunities for waste. Encourage staff awareness of the impact of their actions on the environment |
| Attend training courses when required |

**Person Specification**

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| **Criteria: Qualifications and Training** | **Essential** | **Desirable** |
| Educated to GCSE level or equivalent qualification, including English Language and Mathematics | Yes |  |
| Educated to A level or equivalent qualifications |  | Yes |
| Supervision or management qualification |  | Yes |

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| **Criteria: Knowledge and Experience** | **Essential** | **Desirable** |
| Experience in an administrative role | Yes |  |
| Experience in a customer focused environment | Yes |  |
| Experience of stock management | Yes |  |
| Awareness of Health & Safety and legislative issues | Yes |  |
| Experience of managing teams and training staff | Yes |  |
| Experience of using IT package such as Word and Excel and an understanding of room booking systems | Yes |  |
| Previous experience in a student accommodation or hotel accommodation role |  | Yes |

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| **Criteria: Skills and Aptitudes** | **Essential** | **Desirable** |
| Desire to deliver and achieve high standards of service | Yes |  |
| Ability to lead, motivate and form effective working relationships with team members | Yes |  |
| Flexibility and positive attitude in order to work well under pressure and adapt to changing priorities | Yes |  |
| Excellent verbal and written communication skills | Yes |  |
| Excellent organisational skills | Yes |  |
| Diplomatic and discreet | Yes |  |

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| **Effective Behaviours Framework- Delivering the Experience**  **Campus Services** has identified a set of effective behaviours or ‘acts’ which we value and have found to be consistent with high performance. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these ‘acts’ previously. |
| **Striving for Excellence:**  Planning and organising workloads to ensure that deadlines are met within resource constraints. Producing a high standard of work and consistently meeting objectives. |
| **Providing Outstanding Service:**  Willing and able to provide a professional, friendly and quality service to students, staff, commercial customers, visitors and suppliers. Displaying a positive ‘can-do’ attitude and tailoring the service to suit differing customer needs. |
| **Problem Solving:**  Able to remain calm under pressure and use initiative to overcome issues. Being proactive to ensure problems are not repeated and able to make suggestions on how we can improve. |
| **Being Adaptable & Flexible:**  Being open to new ideas and ways of working. Able to respond to shifting priorities and support colleagues when required. |
| **Doing the Right Thing:**  Being aware of how your behaviour impacts others. Showing respect and tolerance, being open and honest. Supporting environmental and fair-trade campaigns within **Campus Services.** |
| **Caring:**  Having a genuine desire to support others well-being. Being kind and compassionate to colleagues and customers. |
| **Teamwork**  Building effective working relationships. Working co-operatively with a wide range of inter-personal skills. |
| **Developing self and others:**  Showing commitment to own development. Seeking and accepting feedback. |