Facilities Directorate
Residential Services

Residence Service Supervisor (Charles Morris Hall) x 2

Hours of work: 35 hours per week normally 5 days over 7

Residence staff will be required to provide a flexible service, working as necessary to meet the needs of the business, this would normally equate to a 35 hour working week. This position involves working one weekend in three on a rota basis.

We provide accommodation for around 7,000 students in either self-catering or catered halls located at different sites, both on and off campus. During vacations our accommodation facilities are used for vacation lettings and day meetings.

We are looking for an approachable customer focused person to assist in the day-to-day running of our residential sites. As this is a front-line customer service position you must be; comfortable dealing with a wide variety of customers, have excellent communication skills, and be able to demonstrate a commitment to providing an excellent quality of service.

Your role is important to the smooth running of the building and its services, so a basic working knowledge of building structures is essential. As there is a need to provide written reports, respond to emails, and input information into databases, a basic working knowledge of Microsoft applications such as Word, Outlook, and Excel is essential.

You will usually be assigned to a specific site; however, you should be prepared to be redeployed to other Residential Services sites if this is reasonably required.

This post requires a Basic Disclosure Check.

University Grade 3 (£15,765 - £17,528 p.a.)

Informal enquiries may be made to Susan Green, tel +44 (0)113 275 2593, email s.green@leeds.ac.uk or Richard Saxton, tel +44(0) 113 343 2754, email r.m.saxton@leeds.ac.uk

Closing Date: 5 September 2014

Ref: FDRES1000

Click here for further information about working at the University of Leeds
www.leeds.ac.uk/info/20025/university_jobs
Job Description

Responsible to:  Head of Residential Accommodation
Reports to:  Residence Manager

Responsible for: Assisting the Residence Manager and Senior Site Supervisor in the provision of a high quality service.

Summary of Job

You will be responsible for assisting the Residence Manager in delivering an effective and efficient service in line with the Service’s strategy and goals.

You will provide a level of service in their area of responsibility that will deliver high standards of comfort, cleaning, and maintenance, that is responsive to the requirements and expectations of; student residents, vacation visitors, and conference delegates.

Main Duties and Responsibilities

Customer Care and Communication

- Provide a front line reception service for all customer queries both in person and on the telephone
- Provide outstanding proactive customer care at all times, ensuring a courteous and helpful service to residents and all other site visitors
- Communicate with customers and work contacts in a timely and professional manner. Deal with requests for information, fault reports, and complaints, referring more difficult issues to the Residence Manager or Senior Residence Manager

Administration

- Undertake work in the site residence office as required, following procedures and guidance that is given by the Residence Manager or Senior Residence Manager
- Input and maintain information on databases as directed by the Residence Manager
- Ensure that mail for residents is sorted, managed, and delivered in a timely and secure manner
- Carry out regular inspections and complete inventories on the site using both paper based and electronic recording systems
- Receive and record deliveries
- Take payments and cash up monies in accordance with University procedures
- Invoice, or organise the invoicing of, all customers as appropriate
- Run petty cash floats in line with University procedures
Staff Supervision

- Assist the Residence Manager in the induction and training of new staff
- Monitor and record the performance of external contractors in line with site procedures, and as requested by the Residence Manager

Site Maintenance

- Maintain the cleanliness of the site, both internally and externally, carrying out cleaning duties or engaging the site cleaning contractor as directed by the Residence Manager
- Carry out property inspections to record maintenance and cleaning standards; acting to resolve deficiencies as advised by the Residence Manager
- Report repairs required on the site to the in-house team, or to Estate Services where the services of an external contractor are required, using an electronic reporting system
- Communicate with residents and contractors to ensure that repairs are completed in a timely manner and to the satisfaction of the resident
- Undertake the repair of minor faults where trained and competent to do so
- Undertake PA testing of electrical equipment, where trained and required to do so
- Move stocks and supplies around the site, complying with health and safety requirements in respect of manual handling
- At sites with conference business, assist in the preparation and servicing of bedrooms and common areas for conference guests
- Ensure, as far as is reasonably practical, the security of persons and property
- Ensure that all keys and electronic access fobs are stored securely and issued in accordance with Residential Services procedures
- Maintain all required records in relation to key issue and return, use, loss, and replacement
- Ensure that doors, gates, and windows are closed and locked appropriately to ensure the security of the site and its residents
- Work with the warden and sub-wardens to deter anti-social behaviour on the site, responding to incidents both proactively and in response to requests from residents and the wardenial team

Health and Safety

- Support the Residence Manager in ensuring compliance with University health and safety policies, and the observance of both health and safety and fire regulations
Flexibility

- Undertake comparable and relevant tasks at other Residential Service sites as required
- Undertake any other duties as may reasonably be required, consistent with the grade of the post

Career Expectations

The University of Leeds is committed to developing its staff. All staff participate in the Staff Review and Development scheme and we continue to work with individuals, supporting them to maximise their potential.

Progression to a higher grade is dependent on an individual taking on an increased level of responsibility. Vacancies that arise within the area or across the wider University are advertised on the HR website - http://jobs.leeds.ac.uk - to allow staff to apply for wider career development opportunities.

University Values

All staff are expected to operate in line with the university’s values and standards, which work as an integral part of our strategy and set out the principles of how we work together. More information about the university’s strategy and values is available at http://www.leeds.ac.uk/comms/strategy/.
Person Specification

Essential

- Previous experience in frontline customer service
- Excellent interpersonal and communication skills, including the ability to communicate effectively and appropriately with students from diverse backgrounds and cultures
- Excellent attention to detail
- A genuine and demonstrable commitment to excellent customer service and care
- Basic knowledge of Microsoft Word, Excel, and Outlook
- Basic knowledge of building maintenance and services, and the ability to carry out minor repair tasks
- The ability to work both independently and as part of a team
- An adaptable and flexible approach to your work
- The ability to use initiative and work proactively
- The ability to demonstrate behaviours in line with University values
- A willingness to train and develop to meet all requirements of the job description provided

Desirable

- Previous experience of working in Higher Education
Additional Information

The University offers generous terms and conditions of employment, a wide range of benefits, services, facilities and family friendly policies. Full details are available on the Human Resources web pages accessible at www.leeds.ac.uk/hr

The Partnership

The Partnership has been developed by students and staff and describes the mutual expectations of us all as members of the University of Leeds community. More information about the Partnership is available at http://partnership.leeds.ac.uk

Disclosure and Barring Service Checks

This post falls under the remit of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. As such, all applicants are required to declare any convictions, cautions, reprimands and warnings, including any pending criminal prosecutions and those which would otherwise be considered 'spent' under the 1974 Act. However, amendments to the Exceptions Order 1975 (2013) provide that certain 'spent' convictions and cautions are now 'protected' and are not subject to disclosure to employers, and cannot be taken into account. Guidance and criteria on the filtering of these cautions and convictions can be found on the Disclosure and Barring Service website. https://www.gov.uk/government/organisations/disclosure-and-barring-service and at http://www.legislation.gov.uk/uksi/2013/1198/pdfs/uksi_20131198_en.pdf

Declarations of any such information as described above, should be made in the ‘other personal details’ section of the application form and details sent to the Recruitment Officer at disclosure@leeds.ac.uk.

Standard Disclosure from the Disclosure and Barring Service (DBS) is required for this position. The successful applicant will be required to give consent for the University to check their criminal record status through independent verification (from the DBS). Information will be kept in strict confidence. Your offer of appointment will be subject to the University being satisfied with the outcome of these checks.

Disabled Applicants

The post is located in the Faculty of Biological Sciences. Disabled applicants wishing to review access to the building are invited to contact the department direct. Additional information may be sought from the Recruitment Officer, email disclosure@leeds.ac.uk or tel +44 (0)113 343 1723.

Disabled applicants are not obliged to inform employers of their disability but will still be covered by the Disability Discrimination Act once their disability becomes known.

Further information for applicants with disabilities, impairments or health conditions is available in the applicant guidance.