Facilities Directorate  
Residential Services  

Residence Manager  

Residential Services provides accommodation for around 8,200 students in either self-catering halls or catered halls located at different sites, both on and off campus. During vacations our accommodation facilities are used for vacation letting, conference and day meetings.

An exciting opportunity has now arisen for a highly motivated individual to join our team and manage one of our residence sites. You will manage and motivate a team of staff to deliver a high quality service in line with Residential Services’ strategy and objectives. You will also be responsible for ensuring that the site you manage is presented to the highest standards at all times and is responsive to the requirements and expectations of student residents, vacation visitors and conference delegates.

The successful candidate will have significant experience in frontline service provision, preferably within a residential (commercial or institutional), retail or facilities environment (soft services). You will also have significant experience of managing and motivating staff, including supervisors. You will have a proven ability to provide excellent customer service and care plus a basic knowledge of building structures, their maintenance and services and an ability to identify, assess and carry out minor repair tasks.

You will have excellent communication and interpersonal skills and an ability to develop effective working relationships. You will also be able to communicate effectively with a wide range of people, particularly young people from diverse backgrounds and cultures. You will possess excellent organisation skills and be able to work well under pressure to tight timescales.

You will need a full clean driving licence as work will involve travelling between sites. The post will also require a Disclosure and Barring Service Check.

University Grade 6 (£25,513 - £30,434 p.a.)  

Informal enquiries may be made to Richard Saxton, Senior Residence Manager, tel +44(0)113 243 2754, email r.saxton@leeds.ac.uk.

Closing Date: 6 March 2015

A selection process for the role is expected to take place on Tuesday 31 March 2015

Ref: FDRES1008

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:  Senior Residence Manager

Main Duties and Responsibilities

Customer Care and Communication

- 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. Producing clear, well written reports and correspondence, in the appropriate format, in response to complaints and enquiries
- When required, arrange for sites to be open for open day visits
- Manage the turn round of the residence, by changing it from a conference site to a student residence, ensuring an excellent student experience especially at intake periods
- Ensure that mechanisms are in place for measuring, responding to, and reporting on, all aspects of customer service delivery and feedback. Act on results as appropriate with the aim of achieving continuous improvement

Staff Management/Supervision

- Manage and motivate all staff (including domestic staff) taking responsibility for recruitment, performance management, staff reviews, development and training and pastoral care
- Provide direction to team members ensuring that they are aware of how their roles and activities align with operational and strategic objectives
- Manage rota and monitor all holidays, sickness and other absences, taking appropriate action where required
- Assist with staff grievance and disciplinary matters in line with University and Residential Services policies

Health and Safety

- Maintain compliance with all relevant Health and Safety policies and legislation with particular respect to University/Residential Services policies for; risk assessment; appliance and plant safety checks; Legionella prevention; fire procedures, alarm and equipment maintenance; COSHH
- Responsible for completing PEEPS (Personal, Evacuation and Egress Plans) for residents with accessible needs, in liaison with the Residential Services Health and Safety Officer
- Advise relevant colleagues within Residential Services of any areas of concern or areas in which personal training is needed
• Maintain all appropriate records in line with Residential Services requirements and provide returns of information to meet deadlines

Pastoral Care/Warden

• Provide frontline pastoral care to students, referring residents with difficulties to the appropriate party
• Respond to emergencies, calling the relevant services and providing basic counselling and support where appropriate
• Maintain a good working relationship with the Warden

Finance

• Invoice, or organise the invoicing of, all appropriate customers and receive all income in accordance with University procedures
• Monitor all budgets and maintain spending within set budget. Report spending in excess of budget in line with relevant procedures
• Run petty cash floats in line with University procedures (when required)

Commercial Awareness/Activity (as appropriate)

• Manage the effective running of all internal and external commercial business in line with expected standards
• Attend meetings and liaise with the Conference and Marketing office for both residential and non-residential conference trade
• Be on call as necessary according to the business requirements
• To be responsible for collating and managing duty management rota’s in line with the services conference requirements
• Maintain the Kinetics System in respect of conference activity
• Assist with developing and implementing new standards of service in line with student and commercial requirements
• Assist in identifying new commercial opportunities

Overseeing the day-to-day running of external cleaning contractors

• Monitor the performance of cleaning operatives in accordance with the required standards set by Residential Services and raise any issues/concerns where necessary
• Ensure that vacated rooms are promptly cleaned to the required standard, ready for the next occupants

Maintaining the Properties

• Undertake minor repairs where trained and competent to do so
• Record, monitor and give feedback on repairs conducted by Estate Services or external contractors
• Install new furniture or appliances in a safe manner as required
• Undertake regular property inspections, recording details and observations
• Prepare an annual report to the Residence Development Manager in relation to the general condition of all buildings
• Take accurate readings of all gas, electricity and water meters as required; investigate any readings that are noticeably high or low
• Keep accurate inventories of all University property at each residence
• Work with other Senior Managers within the service to deliver long term maintenance requirements that will maintain the standard of our accommodation

Residence Security (where applicable to the residence)

• Manage a small team of Residence Service Supervisors, working night shifts
• Liaise with University security regarding all security issues
• Maintain any security equipment as appropriate
• Ensure that site security is maintained at all times by promoting the closure of doors and windows when residents are out and the reporting of suspicious circumstance promptly to University security

Key Handling

• Ensure that all keys and electronic fobs are securely stored and issued in accordance with Residential Services’ procedures
• Maintain accurate records relating to the issuing of keys/fobs and their return. Report missing keys/fobs to the Senior Residence Manager and order replacement keys/fobs as required
• Work with the Small Properties Residence Manager to maintain any other key/fob systems and any central stock (emergency contingency equipment) held on site

Vacation of Residences

• Check all rooms and communal areas upon vacation. Complete, sign and return checkout inspections to the Accommodation Office when any residence is vacated

Vehicle Maintenance (where applicable to the residence)

• Ensure that all vehicles are roadworthy, clean and tidy at all times
• Take all reasonable precautions to ensure the security of the vehicles
• Assist with maintaining the frequency of regular servicing of vehicles for which you are made responsible
Flexibility

- Demonstrate a flexible approach to all tasks and undertake comparable and relevant tasks at other Residential Services sites as required

Other duties

- Perform any other duties reasonably required by the Senior Residences Manager or any other member of Residential Services management
- Although this job description may not detail duties and responsibilities for managing or supervising a catering, bar or shop facility, it may be expected that you will train to take responsibility of these facilities if they are provided at your site at a future date. This will also apply if you are transferred to work at another site where these facilities are already provided. Where a bar facility is to be run, you may be required to be a legally designated bar supervisor
- Ensure services provided comply with any Residential Services quality, sustainability and health and safety accreditations
- Maintain compliance with data confidentiality and the requirements of the Data Protection Act
- Adopt and encourage changes required by Residential Services, the University or legislation
- Undertake all aspects of the role in line with Residential Services and University values and standards, including the Leadership and Management standard

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. Weekend and evening work is expected when appropriate.

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](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

- Significant experience in frontline service provision
- Experience of managing staff, including supervisors and ability to motivate and develop staff effectively
- Experience of managing the performance of contractors
- A full current valid driving licence as work will involve travelling between sites
- An understanding of the setting and control of budgets and experience of managing resources within set budgets
- Proven ability to provide excellent customer service and care
- Excellent administration and written communication skills with a close attention to detail
- Ability to communicate effectively and appropriately with a wide range of different people and in particular, with young people from diverse backgrounds and cultures
- Good working knowledge of Microsoft Word, Excel and Outlook
- Excellent interpersonal skills and an ability to demonstrate and empathy with others
- Excellent organisational skills with an ability to prioritise, plan and organise own and others workloads effectively to achieve objectives
- Proven ability to develop effective working relationships
- Self-motivated with an ability to work independently as well as within a team
- A flexible approach to all tasks
- Openness to change with an ability to develop and manage new initiatives in order to improve service delivery
- Ability to work well under pressure and in challenging work environments to tight timescales
- Basic knowledge of building structures, their maintenance and services and the ability to identify, assess and carry out minor repair tasks
- Ability to demonstrate behaviours in line with University and Service values
- A willingness to train and develop to meet all requirements of the job description provided

Desirable

- Educated to degree level or equivalent in Housing/Facilities/Hospitality Management
- Experience of working within a residential (commercial or institutional), retail or facilities environment (soft services)
- Good understanding of relevant health and safety legislation
- Experience of working in the Higher Education sector
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.

Enhanced 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 at a residential site office but will also require cross site working. 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 Equality Act once their disability becomes known.

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