



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Residence Manager, Residential Services, Facilities Directorate



Salary: Grade 6 (£27,025 – £32,236 p.a.)

Reference: FDRES1070

Closing Date: 7 July 2019

Residence Manager

Residential Services, Facilities Directorate

Are you customer focussed and excited about delivering an outstanding service? Do you have experience of managing a team to deliver a high quality service working? Do you have exceptional communication skills? Would you like to face different challenges every day?

Residential Services provides accommodation for around 8,500 University of Leeds students in self-catered and catered sites both on and off campus. We also provide facilities for meetings and conferences. We are an innovative service with a clear vision to provide some of the country's best student accommodation.

We are seeking a highly organised and professional individual who can bring their excellent leadership and customer service skills to ensure the smooth running of one of our residences. As a Residence Manager, 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, visitors and conference delegates; including to ensure that accommodation is maintained and made available for letting, in order to maximise conference and student occupancy at residence sites.

You will have experience of managing staff as well as having a hands on approach to work. You will also have strong communication and interpersonal skills with an ability to work collaboratively with others and build effective working relationships.

The role will require a Basic Disclosure Check.

What does the role entail?

As a Residence Manager your main duties will include:

- Providing outstanding proactive customer care at all times, ensuring a courteous and helpful service to residents and all other site visitors and dealing with enquiries and complaints in a timely and professional manner;



- Managing and motivating staff ensuring they provide a high level of service and achieve appropriate standards of performance and conduct through the effective use of the University's procedures;
- Ensuring that all audits, processes and procedures are adhered to in order that the standards are maintained and that all services provided comply with any Residential Services quality, sustainability and health and safety accreditations;
- Assisting with developing and implementing new standards of service or ways of working in line with student and commercial requirements;
- Exercising budgetary control for the residence in accordance with University of Leeds processes and Financial Regulations;
- Ensuring regular property inspections for all buildings within allocated residence(s) are undertaken and that diligent records of daily inspections and works are maintained. Taking action to resolve deficiencies in a proactive and timely manner;
- Undertaking the repairs of minor faults where trained and competent to do so and reporting repairs required on site to the in-house team or to Estate Services where an external contractor may be required;
- Working with colleagues within the service to deliver long term maintenance requirements that will maintain the standard of our accommodation;
- Monitoring and recording the performance of approved contractors and giving feedback on repairs;
- Arranging and delivering professional and efficient open days;
- Taking reasonable precautions to ensure the health and safety of yourself and other persons at all times. Ensuring compliance with all Health and Hygiene Regulations and relevant University health and safety policies and procedures, including the maintenance of all appropriate records;
- Ensuring, as far as is reasonably practical, the security of persons and property. Also, ensuring all access keys/ fobs are secure and issued in accordance with Residential Services' procedures and that accurate records are kept;
- Liaising with the Senior Residence Manager, Wardens and Sub Wardens on all matters relating to student pastoral care and discipline;
- Promoting and upholding Residential Services' and University values through personal example and working practices.

At Conferencing and Catered Sites (where applicable to the residence)



- Liaising with the Conference and Marketing Office for both residential and non-residential conference trade, updating the reservations systems in respect of conference activity as required;
- Effectively running all internal and external commercial business ensuring a presence at all key events, in line with expected standards;
- Managing the food and beverage operations within the Dining/Function/Meeting rooms, including managing special functions such as formal dinners, ensuring resources such as staff, supplies and provisions are appropriate.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

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; given advanced notice you may be required to work on University closed days and/or public holidays.

What will you bring to the role?

As a Residence Manager you will have:

- Experience in a busy residential (commercial or institutional), retail, or facilities environment (soft services) with significant experience of frontline service provision with a proven ability to provide excellent customer service and care;
- Experience of managing staff, including supervisors, with a proven ability to motivate and develop staff effectively and a demonstrable ability to work on own initiative as well as part of a team;
- An understanding of the setting and control of budgets and experience of managing resources within set budgets;
- Experience of monitoring and auditing standards and the performance of contractors (such as cleaning and maintenance);
- Self-motivated and flexible with an ability to work independently as well as within a team;
- Good IT skills including a thorough and practical knowledge of the use of Microsoft Office Package including Word, Excel and Outlook;



- Good analytical skills and an attention to detail, with the ability to identify problems and recommend solutions combined with an openness to change in order to improve service delivery;
- Excellent organisation skills with an ability to prioritise own and other's workload effectively, and to work under pressure;
- Strong interpersonal communication skills with an ability to deal with a wide range of people at different levels and establish good working relationships;
- Basic knowledge of building structures, their maintenance and services and the ability to identify, assess and carry out minor repair tasks.

You may also have:

- Higher National Diploma in Facilities/ Hospitality Management or equivalent and/or Experience of working within higher education accommodation;
- Experience of an Accommodation Management System, eg StarRez;
- A full current valid driving licence as role (dependant where based) may require travelling between properties;
- Experience of bar management, a commercial catering operation and managing large scale catering and bar events;
- Experience of ensuring compliance with auditing systems such as ISO9001.

How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised [closing date](#).

Contact information

To explore the post further or for any queries you may have, please contact:

Sue Green, Assistant Director of Residential Services

Tel: +44 (0)113 343 6082

Email: s.green@leeds.ac.uk

Additional information

Working at Leeds



Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at disclosure@leeds.ac.uk.

Criminal record information

Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975

This post requires a basic criminal record check from the Disclosure and Barring Service (DBS), and any equivalent overseas authorities where relevant. The successful candidate will be required to give consent for the University to check their criminal record status and all applicants must declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be subject to the University being satisfied with the outcome of these checks, in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

