



UNIVERSITY OF LEEDS

## CANDIDATE BRIEF

Residence Assistant, Facilities Directorate



**Salary: Grade 2 (£16,460 – £16,766 p.a. pro rata)**

**Reference: FDRES1073**

**Hours: 10 hours per week**

**Closing Date:**

**Interview Date: 4 September 2019**

## **Residence Assistant Residential Services, Facilities Directorate**

**Are you dedicated to providing an excellent service? Do you have good interpersonal and communication skills?**

We provide accommodation for around 8,000 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 and residential conference delegates.

We are looking for an approachable, customer-focussed person to assist in the day-to-day running of a residential site. 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 essential to the smooth running of the building and its services so a basic working knowledge of building structures, and the ability to carry out minor maintenance works, would be an advantage.

As there is a need to provide written reports, respond to electronic mail and input information into databases, basic computer skills are required e.g. a knowledge of Microsoft applications such as Word, Outlook & Excel.

You will be based at Sentinal Towers, but should be prepared to work at any of the other Residential Services' sites as required. The post also requires a Basic Disclosure check.

Residence staff are required to provide a flexible service, working as necessary to meet the needs of the business. The normal working hours for this post are 10 hours per week, normally Monday to Friday 4pm to 6pm during term time (September to July), but there will be occasions when you are asked to work flexibly, namely during summer vacation periods and in order to host Student Intake and open days.

### **What does the role entail?**



As a Residence Assistant, your main duties will include:

- Providing customer service to residents by carrying out varied reception duties, including assisting residents who may be locked out, issuing of keys, issuing post, liaising with parcel couriers and taking details of fault reports;
- Carrying out site opening and closing procedures;
- Answering telephone calls in a professional and courteous manner;
- General assistance in maintaining residence gardens or grounds which includes litter picking, general weed removal by hand and tidying of borders or planted areas;
- Undertaking any minor maintenance jobs, for example changing light bulbs and unblocking sinks/toilets as directed by the Residence Manager or a member of the site team;
- Providing contractors with keys for repair work and taking details of work completed when keys are returned;
- Flushing of water outlets as part of the legionella prevention program;
- Responding to any fire alarm activations in accordance with set procedures;
- Liaising with the Residence Manager or site team regarding any issues or maintenance problems encountered during the day;
- Vacation duties may consist of general duties as noted above and working at another site as and when required by Residential Services.

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.

## What will you bring to the role?

As a Residence Assistant you will have:

- Good communication and interpersonal skills with the ability to interact professionally with students, staff, visitors and contractors;
- Basic IT skills with knowledge of Microsoft Outlook and Word;
- Ability to work co-operatively within a team and on own initiative;
- Ability to prioritise tasks effectively and work under pressure during busy periods;
- A demonstrable commitment to excellent customer service and care;
- Commitment to demonstrate behaviours in line with Residential Services and University of Leeds values.



You may also have:

- Previous experience of a similar customer service environment;
- Experience of working in a residential establishment;
- Knowledge of minor maintenance work (e.g. changing lightbulbs, unblocking sinks).

## 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:

### Margaret Grimshaw – Residence Manager

Tel: +44 (0)113 245 3723

Email: [M.Grimshaw@leeds.ac.uk](mailto:M.Grimshaw@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](mailto:disclosure@leeds.ac.uk).

## Criminal record information

### Rehabilitation of Offenders Act 1974

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.

