



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Assistant Residence Manager, Residential Services, Facilities Directorate



Salary: Grade 5 (£23,067 – £26,715 p.a.)

Reference: FDRES1079

Closing date: 5th February 2020

Assistant Residence Manager Residential Services, Facilities Directorate

Are you customer focussed and excited about delivering an outstanding service to customers? Do you have experience of working in a busy office environment in addition to exceptional communication skills? Would you like to face different challenges every day? Do you want to join a team providing professional support to Residence Managers within the Facilities Directorate?

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 customer service and administration skills to assist with the smooth running of one of our residences. As an Assistant Residence Manager, you will support the Residence Manager in ensuring that an efficient service and excellent experience is delivered to our residents and customers. You will also assist with the day to day supervision of staff ensuring that are motivated and committed to providing the highest standards of service.

You will have experience of frontline service provision and be able to supervise and motivate staff effectively. You will be an excellent team player, with good communication skills and have the ability to make decisions using your own initiative.

The role will require a Basic Disclosure Check.

What does the role entail?

As an Assistant 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;
- Assisting the Residence Manager with the recruitment, development and day-to-day supervision of 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;

- Working with the Residence Manager to ensure that all audits, processes and procedures relating to the Quality Management System (ISO 9001) are adhered to in order that the relevant standard is maintained. Work in line with and provide support for other certifications/accreditation schemes to which the Service is committed;
- Assisting the Residence Manager in exercising budgetary control for the residence in accordance with University of Leeds processes and Financial Regulations;
- Undertaking regular property inspections for all buildings within an allocated portfolio and ensuring that diligent records of daily inspections and works are maintained, recording details, observations and accurate inventories of all University property. 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;
- Monitoring the performance of approved contractors in accordance with set standards and raising any issues/concerns with the Residence Manager;
- Assisting the Residence Manager to arrange and deliver open day visits;
- Taking reasonable precautions to ensure the health and safety of yourself and other persons at all times. Supporting the Residence Manager in 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 Residence Manager, Wardens and Sub Wardens on all matters relating to student pastoral care and discipline;
- Deputising and taking responsibility for running a residence at times when the Residence Manager is absent from post;
- Promoting and upholding Residential Services' and University values through personal example and working practices;
- Undertaking comparable and relevant duties at other Residential Service sites as may reasonably be required consistent with the grade of the post. The Director/Assistant Director of Residential Services will assign sites for responsibility



to the Assistant Residence Managers and these may vary according to business needs;

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

- Assisting the Residence Manager in 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

Residence staff will be required to provide a flexible service working as necessary to meet the needs of the business. The standard week is 35 hours per week, worked on a 5 days over 7 basis. Weekend and evening work is expected when required in line with business needs;

What will you bring to the role?

As an Assistant Residence Manager, you will have:

- Experience of frontline service provision with a proven ability to provide excellent customer service and care;
- Experience in supervising and motivating staff;
- Experience of monitoring and auditing performance standards (such as cleaning and maintenance);
- Good IT skills, including experience of using and Microsoft Office (Outlook, Word, Excel) packages;
- Demonstrable ability to work on own initiative as well as part of a team;
- Strong interpersonal and verbal communication skills with an ability to deal with a wide range of people at different levels;



- Good organisation skills with an ability to respond to changing priorities and work under pressure;
- Good administration and written communication skills with an excellent attention to detail;
- An understanding of building maintenance and the ability to carry out minor repair tasks;
- Ability to work hours flexibly in accordance with business needs;
- Demonstrable behaviours in line with Residential Services' and University values;

You may also have:

- Experience of working with budgets;
- Higher National Diploma in Facilities/ Hospitality Management or equivalent or relevant experience;
- 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;
- Experience of using an Accommodation Management System (eg StarRez);
- Experience of working within higher education accommodation;

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 - 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 Scotland, 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. All applicants are required to make a self-declaration where applicable.

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.

