Facilities Directorate
Residential Services

Senior Student Residences Manager
Fixed term for 12 months

The University owns, manages and allocates beds in a large portfolio of student accommodation. Accommodation (catered and self-catered), managed by Residential Services is located at different sites, both on and off campus. Revenue generated from over 8,200 term time student tenancies and summer conference letting is forecast to exceed £40 million in 2014/15.

You will be responsible for the effective management of a purposely designated residence site, where you will manage an assigned team of staff. You will also manage and co-ordinate the work of other Residence Managers who run other sites, working closely with the Residential Services Accommodation Manager to ensure tenancies are efficiently managed. You will utilise effective management techniques to establish and develop standards that will deliver an exceptional student/customer experience at your own site and at the sites run by managers who report to you. You will manage risks, costs, resources and the performance of your team(s) to deliver excellent service in line with strategic priorities.

You will have responsibility for the maintenance and condition of the sites you manage. You will also work with colleagues in our Technical/Estates teams and therefore this role is predominantly based in a soft services environment.

You will have significant experience of managing managers in a residential (commercial or institutional) retail or facilities environment (soft services) and will also be currently working in a senior management environment. You will also have experience of managing projects and have an ability to work within a strategic framework.

You will have strong communication and presentation skills with an ability to develop positive working relationships and networks. You will possess excellent analytical skills and have an openness to change. You will also need to demonstrate enthusiasm and an ability to provide a high quality service to students, customers and other key stakeholders.

You will need a full clean valid driving licence as work will involve travelling between sites. The post also requires an Enhanced Disclosure Check.

University Grade 8 (£38,511 - £45,954 p.a.)

Informal enquiries may be made to Joanna Hynes, Assistant Head of Residential Accommodation tel +44(0)113 343 6082, email j.hynes@adm.leeds.ac.uk
An assessment centre for this post is expected to be held on Tuesday 11 August 2015

Closing Date: Friday 10 July 2015

Ref: FDRES1012

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: Assistant Head of Residential Accommodation

Responsible for: You will be responsible for the facilities management (soft services) of a specifically assigned residence site as well as the management of residence site managers running a number of other Residence sites.

As a grade 8 manager, it is expected that you will develop and promote awareness of the broader strategic aims and values of the University and will work to advance these aims and values within your own area of responsibility.

Main Duties and Responsibilities

- The Head of Residential Accommodation will assign sites for responsibility to the Senior Facilities Manager (Residences) and may vary these according to business needs. Additionally you may be assigned other specific/project responsibilities
- To be responsible for the effective management of a purposely designated Residence site, where you will manage a suitably assigned team of staff to deliver high standards of service to residents and visitors. As well, you will perform a wider role by managing a mixed portfolio of other Residence sites
- To ensure that managers and staff at the Residences they manage, have clear understanding of strategic priorities within the service and understand how their performance, development and contribution relate to the University’s Strategy
- To utilise effective management techniques to establish and develop committed and motivated teams at the Residences for which you are responsible. You will lead your staff to deliver effective and efficient service in line with Service strategy and goals. You will hold management responsibility for the staff working for you
- To manage change at the Residential sites, this will require sensitivity when dealing, for example, with re-deployment of staff and the closure and re-development of new facilities
- To be a member of the Residential Services Management Team
- To ensure that accommodation is maintained and made available for letting to maximise conference and student occupancy at residence sites
- Work with Managers in other areas of the University in order to develop and improve service delivery to students and other visitors
- As requested, plan, tender for, and procure service contracts and products assisted by purchase office staff in line with University purchase standards
- Work with the Trading Services Catering Manager and Head of Sales and Marketing to make services and facilities available to conference delegates and to increase revenue
• Liaise with Wardens and students on matters relating to the service provided in Residences, acting on management issues that might arise. Attend Halls Council and other meetings with Wardens and student representatives. Attend the termly Wardens’ communication group meeting

• To manage the provision of a level of service in all student accommodation which seeks to deliver high standards of comfort, cleaning, maintenance, security and catering that is responsive to the requirements of student residents and conference delegates and which is cost effective

• To assist in the development of standard operating procedures (SOPs) at residential sites and then manage, implement and maintain those SOP’s

• Monitor service level agreements and other external service contracts, to ensure service delivery meets standards and the requirements of the Residential Service and its residents/customers

• To ensure that Investor-in-People, Hospitality Assured and Accreditation Network UK (ANUK) Code of Practice standards are maintained at residences

• Seek to improve the quality of food at catered residences managed and ensure that menus correspond with the requirements of today’s students

• Take necessary actions and decisions regarding the current and future management of sites you manage, referring matters of a complex and sensitive nature to the Assistant Head of Residential Accommodation

• Work with the Assistant Head of Residential Accommodation and the Residential Services Management Accountant to review and monitor budgets. Assist with the preparation of annual budgets for Residences, including all costs. Work to ensure that all controllable costs associated with the operation of Residences managed are maintained within the budget

• Assist in the implementation of the Residential Services long term maintenance and refurbishment plans

• Develop bar and retail services at residences managed to improve levels of service/profitability

• Plan for and deliver high standards of product and service at key events such as open days and intake

• Manage staff at sites to provide excellent service delivery and utilise customer feedback to achieve continuous product and service improvements. Formally report to the Assistant Head of Residential Accommodation and Residential Services management team monthly progress against agreed objectives/performance measures

• Manage managers and staff at residence sites to deal with maintenance issues to ensure all maintenance reports are dealt with in a timely manner and according to the agreed service levels

• Manage and support the appointment, induction and training of managers and staff working within your area of responsibility. Carry out Staff Review and Development Scheme (SRDS) reviews for all Residence Managers and
ensure that all staff at Residences receive an SRDS review in line with University requirements

- Ensure that Service strategic goals, objectives and key performance indicators are communicated to all staff
- In conjunction with Residence Managers take responsibility for the management of staff grievance and disciplinary matters, in line with HR policy and protocol
- To provide effective management of health and safety to ensure compliance with both legal and University health and safety requirements
- Within the scope of your responsibility you will be required to manage and maintain compliance in relevant mandatory and statutory standards / regulations as might be determined by the University, external bodies and government. You will be required to monitor and respond to all new legislation which affects the management of residential accommodation. (In practice, day-to-day responsibility may be delegated to others)
- To sit on Residential Service Committees and hear student disciplinary cases
- Meet appearance standards where you may be required to wear a uniform
- Be designated as a Premises Supervisor (Licensing Act 2003) at a University of Leeds Residence
- Undertake the role in line with Residential Services’ and University values
- Any other functions which may contribute to the successful operation of the business or the University in general
- Any other duties as may reasonably be required, consistent with the grade of the post

**Hours of Work**

Hours worked, will be flexible and as required to meet the demands of the business. i.e. 5 days over 7 (normally Monday to Friday, weekends will need to be worked during conference letting periods). In addition (given advance notice):

- You will be required to be on call overnight and at weekends. In this role a manager might be required to attend work to resolve/manage issues that can only be effectively dealt with by a manager at their grade
- You may be required to work on University closed days and/or public holidays if required by your line manager. On occasions that this is required between 24th December and 2nd January, the days to be worked will be shared between those asked to be on duty
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

- Significant experience of managing managers in a residential (commercial or institutional), retail or facilities environment (soft services)
- Experience of working in a senior management team environment or regional management team environment
- Experience of managing projects with limited guidance
- A thorough and practical knowledge and ability to use Microsoft’s XP/Vista or Windows operating system plus Word and Excel software applications
- To hold or be able to apply for a Personal Licence (Licensing Act 2003)
- A full current valid driving licence as work will involve travelling between sites and properties
- Track record of continuous professional development

Staff Management

- Proven ability to motivate, manage and develop managers effectively, creating an environment where managers and staff are motivated and supported to achieve service/organisational goals

Managing Change and Problem Solving

- Ability to identify problems and recommend solutions using own initiative
- Excellent analytical skills with a close attention to detail
- Proven ability to work within a strategic framework, including developing operational plans to deliver business strategies and objectives
- Openness to change and ability to develop and manage new initiatives in order to improve service delivery

Teamwork and Collaborative Working

- Proven ability to work as a team member, including working effectively with diverse groups and individuals, breaking down barriers and involving other in discussions and decision-making
- Self-motivated with the ability to work independently as well as within a team or group
- Excellent interpersonal skills and an ability to demonstrate sensitivity and empathy with others

Planning and Organising

- Excellent organisation skills with an ability to prioritise own and other’s workload effectively and to work under pressure
Communication and Influence

- Strong communication and presentation skills, with an ability to listen carefully and make sure others understand
- Proven ability to develop positive working relationships and networks and to negotiate and influence others

Student/Customer/Stakeholder focus

- Demonstrate enthusiasm and a proven ability to provide a high quality service which meets the expectations of students, customers and stakeholders

Desirable

- Educated to degree level or holding equivalent experience/qualifications
- Membership of a relevant professional body i.e. British Institute of Facilities Management (BIFM) or Institute of Hospitality (IOH)
- Some technical knowledge of buildings and electrical and mechanical services
- Experience of monitoring budgets
- Experience of managing across multi-sites
- Previous experience or knowledge of the HE sector
Additional Information

Details of the terms and conditions of employment for all staff at the university, including information on pensions and benefits, are available on the Human Resources web pages accessible via the links on the right hand side, or at [http://www.leeds.ac.uk/hr/index.htm](http://www.leeds.ac.uk/hr/index.htm)

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](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](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](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 involves 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