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. The 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 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. Whilst you will work with colleagues in our Technical/Estates Services, this role is predominantly based in a soft services environment.

You will have significant experience of managing supervisors and staff in a residential (commercial or institutional), retail, or facilities environment (soft services), and have experience of working in a management team 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 current valid driving licence as work will involve travelling between sites. The post also requires an Enhanced Disclosure Check.

University Grade 8 (£38,896 - £46,414 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 2 February 2016

Closing Date: Sunday 3 January 2016

Ref: FDRES1017

Click here for further information about working at the University of Leeds
www.leeds.ac.uk/info/20025/university_jobs
Job Description

**Responsible to:** Director of Residential Services  
**Reports to:** Assistant Director of Residential Services

**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 Managers running a number of other Residential Services 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 Director of Residential Services will assign sites for responsibility to the Senior Student Residences Manager, 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. You will also perform a wider role by managing a mixed portfolio of other Residential Services sites.

- To ensure that managers and staff at the residences they manage, have a clear understanding of the strategic priorities within the Service, and understand how their own 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 an 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 Services sites. This will require sensitivity when dealing with, for example; the redeployment of staff, or the closure and redevelopment of new facilities.

- To be a member of the Residential Services Management Team.

- To ensure that accommodation is maintained and made available for letting, in order to maximise conference and student occupancy at residence sites.

- To work with managers in other areas of the University, in order to develop and improve service delivery to students and other visitors.

- To plan, tender for, and procure, service contracts and products as requested, assisted by Purchase Office staff in line with University purchase standards.
• To 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 any management issues that may arise. Attend Hall Councils, 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 the standards and requirements of Residential Services and its residents/customers.

• To ensure that Investors 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 managed catered residences, 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 Director of Residential Services.

• Work with the Assistant Director of Residential Services, and the Residential Services Management Accountant, to review and monitor budgets. Assist with the preparation of annual budgets for Residential Services, including all costs. Work to ensure that all controllable costs associated with the operation of managed residences 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 managed residences to improve levels of service/profitability.

• Plan for, and deliver, high standards of products and services at key events such as open days and intake.

• Manage staff at Residential Services sites to provide excellent service delivery, and utilise customer feedback to achieve continuous product and service improvements. Formally report your monthly progress against agreed objectives/performance measures, to the Assistant Director of Residential Services and Residential Services Management Team.

• Manage managers and staff at Residential Services sites, to deal with maintenance issues, and to ensure all maintenance reports are dealt with in a timely manner 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 Services 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 supervisors and staff in a residential (commercial or institutional), retail, or facilities environment (soft services).
- Experience of working in a 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

- A proven ability to motivate, manage, and develop, supervisors and staff effectively, creating an environment where supervisors 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.
- 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 others 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).

• Significant experience of managing managers.

• 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 Higher Education 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

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 involves cross site working. Disabled applicants wishing to review access to the buildings 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