CANDIDATE BRIEF
Residence Service Supervisor (Small Properties), Facilities Directorate

Salary: Grade 3 (£16,289– £17,898 p.a.)
Reference: FDRES1041
Closing Date: 3 July 2017
Residence Service Supervisor (Small Properties)
Residential Services, Facilities Directorate

Do you know how to go the extra mile for customers? Are you customer focused and dedicated to providing an excellent service? Do you have good interpersonal and communication skills? Do you have excellent organisation skills with the ability to prioritise tasks effectively?

Residential Services provides accommodation for around 8,000 students located at different sites, both on and off campus. During vacations our accommodation facilities are used for vacation lettings and day meetings. We are seeking an approachable, customer focused person to assist in the day-to-day running of our North Hill Court and smaller properties portfolio. You will be comfortable dealing with a wide variety of customers, will have good communication skills, and be committed to providing excellent customer service and care.

You will have a basic working knowledge of building maintenance and services and will have the ability to carry out minor repair tasks. As there is a need to provide written reports, respond to emails, and input information into databases, a basic working knowledge of Microsoft applications such as Word, Outlook, and Excel is also essential. You will have a full valid driving licence as work will involve travelling between sites driving University vehicles. The post also requires a Basic Disclosure Check.

You will mainly be based at North Hill Court; however will be required to drive to various properties within the smaller properties portfolio.

Residence staff are required to provide a flexible service, working as necessary to meet the needs of the business. This would normally equate to a 35 hour working week, worked 5 days over 7.
What does the job entail?

As a Residence Service Supervisor, your main duties will include:

- Providing a front line reception service for all customer queries both in person and on the telephone ensuring excellent customer care at all times;
- Communicating with customers and internal and external work contacts in a timely and professional manner to ensure that repairs are completed to the satisfaction of our customers. Dealing with requests for information, fault reports, and complaints, referring more difficult issues to the Residence Manager or Senior Residence Manager;
- Undertaking work in the site residence office and accessing the smaller properties portfolio as required, including receiving and recording deliveries and the repair of minor faults and PA testing of electrical equipment where trained and competent to do so;
- Inputting and maintaining information on both paper and electronic records as directed by the Residence Manager;
- Carrying out regular inspections across the North Hill Court and smaller properties portfolio;
- Assisting the Residence Manager in the induction and training of new staff;
- Monitoring and recording the performance of external contractors in line with site procedures and as requested by the Residence Manager;
- Maintaining the cleanliness of North Hill Court and the smaller properties portfolio, both internally and externally, carrying out cleaning duties or engaging the site cleaning contractor as directed by the Residence Manager;
- Moving stocks and supplies around North Hill Court and the smaller properties portfolio, complying with health and safety requirements in respect of manual handling;
- Assisting in the preparation and servicing of bedrooms and common areas for conference guests at sites with conference business;
- Ensuring that the security of all properties is maintained at all times in accordance with Residential Services procedures;
- Working with wardens and sub-wardens to deter anti-social behaviour on the sites, responding to incidents both proactively and in response to requests from residents and the wardennial team;
- Undertaking comparable and relevant tasks at other Residential Service sites as required;
Driving University vehicles to deliver goods and services to small properties both on and off campus;
Ensuring the University Health and Safety policies and procedures are adhered to by yourself, the team and other persons at all times.

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 Residence Service Supervisor, you will have:
- Experience of working in a frontline customer service environment with a commitment to providing excellent customer service and care;
- A full current valid diving licence;
- Excellent interpersonal and communication skills, including the ability to communicate effectively and appropriately with students from diverse backgrounds and cultures;
- Excellent attention to detail;
- An ability to prioritise your own workload and work on own initiative with minimal supervision, as well as part of a team;
- Basic knowledge of Microsoft Word, Excel, and Outlook;
- Basic knowledge of building maintenance and services and the ability to carry out minor repair tasks;
- An adaptable and flexible approach to your work;
- A willingness to train and develop to meet all requirements of the job;
- An ability to carry out manual handling duties;
- An ability to demonstrate behaviours in line with University and Residential Services’ values.

How to apply

You should 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:

**Martin Green, Residence Manager**
Tel: +44 (0)113 278 7800
Email: m.r.green@leeds.ac.uk

Additional information

**Working at Leeds**
You can find out more about our generous benefits package and more about what it is like to work at the University and live in the Leeds area in our Working at Leeds information.

**Candidates with disabilities**
Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found in our Accessibility information or by getting in touch with us at disclosure@leeds.ac.uk.

**Criminal record information**

**Rehabilitation of Offenders Act 1974**
This post requires a basic criminal record check from 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 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 on our Criminal Records information page.