CANDIDATE BRIEF
Senior Residences Manager, Facilities Directorate

Salary: Grade 8 (£39,992 – £47,722 p.a.)
Reference: FDRES1044
Closing date: 4 October 2017
Senior Residences Manager  
Residential Services, Facilities Directorate

Would you like to work for one of the most innovative University residential accommodation Services within the UK? Do you have operational management experience within a residential, facilities, hospitality or retail environment combined with experience of working in a management team? Do you have strong communication and influencing skills and an ability to work collaboratively with others to deliver a high quality service?

Residential Services provides accommodation for around 8,500 University of Leeds students in self-catered and catered sites, both on and off campus. We are an innovative service with a clear vision to provide some of the country’s best student accommodation.

We are seeking a highly motivated and pro-active Senior Residences Manager to play a key role in providing high quality accommodation and an exceptional student/customer experience. Working as part of the Senior Management Team you will be responsible for the facilities management (soft services) of one of our residential sites as well as performing a wider role of managing and co-ordinating a team of Residence Managers who run other sites within the service. You will lead, motivate and develop your team of staff to deliver an effective and efficient service to residents and visitors in line with our strategic priorities and goals; you will ensure that accommodation is maintained and made available for letting, in order to maximise conference and student occupancy at residence sites.

You will have relevant experience of managing managers and staff as well as working as part of a management team. You will also have strong communication and interpersonal skills with an ability to work collaboratively with others and build effective working relationships.

What does the role entail?

As a Senior Residences Manager your main duties will include:
- Leading, managing and developing staff ensuring that they are motivated and committed to delivering a high standard of service and understand how their
performance and contribution relates to the achievement of the Service’s and University’s strategic goals;

- Responsibility for ensuring that a high quality and cost effective facilities management service is provided across your residential portfolio, which is responsive to the needs of residents and visitors;
- Responsibility for the maintenance and condition of the sites you manage, working with colleagues in Estates Services in relation to any maintenance issues; Assisting in the implementation of the Service’s long term maintenance and refurbishment plans;
- In conjunction with the Assistant Director of Residential Services, and the Management Accountant, reviewing and monitoring budgets, including assisting with the preparation of annual budgets. Working to ensure that all controllable costs associated with the operation of managed residences are maintained within budget;
- Assisting with the tendering and procurement of service contracts and products in line with the University financial procedures;
- Responding appropriately to complaints and customer feedback, ensuring matters are dealt with quickly and effectively; utilising feedback to achieve continuous product and service improvements;
- Liaising with Wardens and students on matters relating to the service provided in residences, attending relevant meetings and acting on any management issues that may arise; also sitting on Residential Services Committees and hearing student disciplinary cases;
- Managing and maintaining compliance in relevant mandatory and statutory standards/regulations as might be determined by the University, external bodies, and government. In particular, ensure effective management of Health and Safety across your sites;
- Where appropriate, develop catering and bar services at managed residences to improve levels of quality, service and profitability. Be designated as a Premises Supervisor (Licensing Act 2003);
- Working with the Catering and Marketing teams, to make services and facilities available to conference delegates and to increase revenue;
- Working with colleagues to ensure that all relevant standards and awards are maintained; in particular work with the Residential Services Quality and Systems Manager in maintaining a quality management system, in accordance with BSI ISO 9001:2015. Assist in maintaining other standards including OHAS ISO 14001 & 18001; Investors In People; Customer First; ANUK Code of Practice standard;
• Working collaboratively and pro-actively with other members of the Residential Services Senior Management Team to deliver a high level of service in support of strategic aims. Contributing to the development and implementation of the Residential Services strategic plan and relevant policies and procedures;

• Promoting and upholding Residential Services’ and University values through personal example and working practices;

• The Director of Residential Services will assign sites for responsibility to the Senior Residences Manager and may vary these according to business needs. Additionally you may be assigned other specific/project responsibilities;

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**

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;

**What will you bring to the role?**

As a Senior Residences Manager you will have:

• Significant experience of managing managers and staff in a residential (commercial or institutional), retail, hospitality or facilities environment (soft services) and of working in a management team;

• Good computer skills including a thorough and practical knowledge of the use of Microsoft Office Packages including Outlook;

• A full current valid driving licence as work will involve travelling between sites and properties;
- Excellent analytical skills and a close attention to detail, with the ability to identify problems and recommend solutions using own initiative;
- 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 and projects with limited guidance in order to improve service delivery;
- Proven ability to work both independently and as a team member, including working effectively with diverse groups and individuals;
- Excellent organisation skills with an ability to prioritise own and other’s workload effectively, and to work under pressure;
- Excellent interpersonal, communication and listening skills with the ability to develop positive working relationships, and networks, and to negotiate and influence others;
- A demonstrable commitment and ability to provide excellent customer services and care;
- Demonstrable behaviours in line with the Residential Services and University values;

You may also have:
- Education 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 Higher Education sector;

**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 of 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**  
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.