

**JOB DESCRIPTION**

**Job Title:** Residential Life Coordinator (Customer Service and Administration)

**Service:** Student Services

**Grade:** D

**Campus:** Docklands

**Responsible to:** Head of Residential Life and Conduct

**Responsible for whom:** Customer Service Team

**Liaison with:** Student Services, Credit Control, Finance, Residential Life Scholars, students and applicants, and external agencies

**Never Not Moving Forward**

Build your career, follow your passion, be inspired by our environment of success. #BeTheChange

The University of East London is one of the most diverse and vibrant universities in the global capital. Our pioneering and forward-thinking vision is making a positive and significant impact to the communities we serve, inspiring both our staff and students to reach their full potential.

Born in 1898 to serve the skills needs of the 2nd industrial revolution, the University of East London is underway with its transformational 10-year [Vision 2028 strategic plan](https://issuu.com/universityofeastlondon/docs/annual_review_2020?utm_source=Charlotte%2BWhite%2Btest%2Bmail%2Blist&utm_campaign=46c08a193b-EMAIL_CAMPAIGN_2018_09_19_02_52_COPY_04&utm_medium=email&utm_term=0_e8797a5163-46c08a193b-) led by our Vice-Chancellor & President, Professor Amanda Broderick, to advance Industry 4.0 careers-1st education. We have a clear route-map to provide a springboard for the jobs and opportunities of the future; drive diversity in the 4.0 talent pipeline - working in partnership to promote talent wherever it is found; and to create an inclusive and sustainable, green future.

We are looking for forward-thinking, innovative, curious, high-energy, self-aware people who are passionate about making a positive difference and who will thrive in an inclusive and diverse University community who are never not moving forwards.

As one of the most socially inclusive and international universities and comprising one of the most diverse staff populations in the UK (50% of our professoriate identify from black or minority ethnic backgrounds), we are hugely proud of our track record in reducing inequalities (ranked 1st in the UK & 2nd globally, Times Higher Education Global Impact Rankings, 2020) and our commitment to equality, diversity and inclusion is at the heart of Vision 2028.

We are building an environment of success where colleagues are supported to achieve, and our community can flourish and thrive. We are an accredited Investors in People Award Institution and have achieved the Investors in People Health and Wellbeing Award. With Athena Swan Awards and being one of a small number of universities to have achieved the Race Equality Charter Award, we continue on our journey to address and reduce barriers to opportunity.

So, if you are looking to build your career in a dynamic, inclusive and performance-focused team and are inspired by our environment and drive for success, we want you to apply to join the University of East London. We are looking for inspirational individuals who have a passion to make a positive difference to people and planet, creating a more sustainable future for everyone.

**THE DEPARTMENT:**

Residential Life provide on-campus accommodation for students, casual lettings, and summer conference guests. A customer focused team dealing with supporting residents from application to departure, providing a safe, well maintained and clean accommodation, while offering Residential Life events and welfare support to student residents. The team is positive, flexible, and committed to enhancing guests experience in the halls of residence.

**CUSTOMER SERVICE:**

* Line manage, train, and support the Customer Service team ensuring processes are adhered to, excellent customer service is provided at all times, and all queries are dealt with promptly and efficiently.
* To provide cover for the Customer Service team during lunchtimes, staff shortages, annual leave, and as required as part of the Customer Service rota. Support the Customer Service team with emails and phone calls as part of a rota.
* Implement and routinely review all policies and procedures related to the Customer Service and Administration areas of Residential Life.
* Work alongside colleagues across UEL to ensure the smooth transition and application process prior to moving in.
* Support the Residential Life Officer Marketing and Communications in utilising and improving Customer Relationship Management systems and other communication tools as required.
* To supervise and manage the office, including upholding a maintained office environment, which encourage productivity and staff wellbeing.
* Coach and supervise staff and Residential Life Scholars, providing decision-making support and allocating tasks, as required.
* Ensure accurate and detailed reports are provided within deadlines to the Head of the Residential Life and Conduct.
* Support the Head of the Residential Life and Conduct in achieving relevant customer service accreditation and benchmark.

**ADMINISTRATION:**

* To provide administrative support to the Head of Residential Life and Conduct as required.
* To process income and resolve student rent account queries. Liaise with Credit Control to resolve complex issues and process deposit refunds to eligible departing students in a timely manner. Amend payment plans if required.
* Maintain student records on Occam Room Service and SITs, through the timely and accurate inputting of data. Continually seek out new and better ways of managing information. Produce informative reports and statistical analyses, as requested.
* Support Summer Conferencing Customer Service provision, to ensure Service Level Agreements and income are achieved.

**ACCOMMODATION:**

* Develop partnerships across UEL’s professional service teams and relevant external organisations, building good relations with key stakeholders to ensure complex query resolution can be achieved through direct liaison (e.g. SMART, Health and Wellbeing, Maintenance, Credit Control, UELSU, Nviro, ASR CUBO. Other universities, Unipol Student Homes).
* Develop expert knowledge and application of the Universities UK Accommodation Code, and the UEL Accommodation Agreement and Handbook.
* As a student accommodation specialist, be ready to provide advice and information to applicants, residents, UEL staff and external organisations, through face-to-face contact, e-mail, posted letter, telephone, and social media channels. To participate in open days and support accommodation tours as needed.
* Complete regular, documented, health and safety inspections of the residential estate, including mid-term inspections and the Summer Turnarounds Programme, liaising with Cleaning and Maintenance as appropriate to ensure all Halls are in good condition.
* Undertake all duties required to ensure the successful day-to-day management of our accommodation portfolio.
* Investigate breaches of the Residential Life Handbook or Accommodation Agreement. Conduct meetings, interview students and staff, liaise with colleagues and gather evidence (e.g., CCTV footage, witness statements, Security incident reports), in order to write outcome reports in-line with the Student Disciplinary Procedure.
* Promote inclusion, equality, and diversity through all aspects of the role.

**WORKING PATTERN:**

* The normal working pattern will be 35 hours per week, including weekends.
* The period between June and October is one of the busiest periods for the Residential Life team. For this reason, no annual leave is permissible immediately prior to and after moving out weekend, August and September, and leave may be restricted during other months
* Weekend and out of-hours work may occasionally be required at short notice should the service need to manage a serious incident. You may be required to join the on-call rota.
* Flexibility is therefore a requirement of the role.

**PERSON SPECIFICATION**

**EDUCATION QUALIFICATIONS AND ACHIEVEMENTS**

**Essential criteria;**

* Educated to degree level or substantive, equivalent, relevant work experience (C/A)

**KNOWLEDGE AND EXPERIENCE:**

**Essential criteria;**

* Experience of working in a student accommodation role or similar (A/I)
* Experience of using IT systems to handle student enquiries and maintain student records (e.g. SITs:Vison, Occam Room Service, CRM) (A)

**PLANNING AND ORGANISING:**

**Essential Criteria;**

* Able to manage time effectively, work methodically, and prioritise busy workloads, whilst maintaining excellent attention to detail (A/I)

**COMMUNICATION:**

**Essential Criteria;**

* Possess excellent interpersonal skills, able to build professional relationships with students, staff, and external stakeholders, acting with tact and discretion as necessary (I)
* Able to communicate clearly, calmly, and effectively under pressure and deal with conflict situations (e.g., complaints, difficult emails, or phone conversations) (A)

**DECISION MAKING:**

**Essential Criteria;**

* Able to work with minimum supervision, use own initiative, and work under pressure and to meet deadlines (A/I)

**TEAMWORK AND MOTIVATION:**

**Essential Criteria:**

* Clear desire to work in a customer-facing role that involves building relationships and helping people (A/I)
* Motivated to develop knowledge beyond the scope of this role, and happy to undertake tasks that are normally the responsibility of a colleague, for the good of the Residential Life team (I)

**ATTITUDES AND CHARACTERISTICS:**

**Essential Criteria;**

* Willing to work flexible and unsocial hours (I)
* Positive and enthusiastic, able to adapt to changing demands and driven to continually improve systems and processes informed by business intelligence (A/I)
* Commitment to and understanding of equal opportunities issues within a diverse and multicultural environment (A/I)

**Criteria tested by** **Key:**

A = Application form

C = Certification

I = Interview