

**JOB DESCRIPTION**

**Job Title:**  Residential Life Officer (Student Experience, Residence Community and Communications)

**Salary:**  E

**School/Service:**  Residential Life

**Campus:**  Docklands Campus

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

**Responsible for:**  Marketing and Student Experience Assistant; Residential Life Scholars

**Liaison with:**  Student Services, External Relations, Student Union, Students and Applicants, East London Sport, Credit Control, Finance

**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.

**JOB PURPOSE:**

To lead Student Experience for 1,169 students living in UEL’s Halls of Residence, including developing and delivering residential life’s educational and social programming, building an inclusive and welcoming community and living environment that champions health gain as an important component to successful and rewarding academic endeavour and achievement.

To identify residence experience enhancements based on student feedback and best practices and develop a cohesive community-focused strategy and community-based values that reflect our student cohorts.

To design and lead on developing an inspiring and pro-active marketing and communication strategy that promotes campus accommodation to prospective and current residents, in-line with UEL’s vision and strategy.

To carry out duties required to maintain the successful operation of the Halls and Residential Life Office. Including financial management, facilities management, logistics, customer service, community development, tenancy management, applicant support, resident queries, and office administration.

**MAIN DUTIES AND RESPONSIBILITIES:**

* Develop and enhance the Residential Life Scholars programme, which facilitates an inclusive, supportive, safe, and engaged resident community.
* Effectively manage the Residential Life Scholars (RLS) through chairing regular RLS team meetings, offering support and serving as a mentor to RLS, conducting performance reviews and performance monitoring, providing decision-making support, and allocating tasks, as required.
* Take a lead role in further developing UEL Living Learning Communities and incorporating UEL core values (Passion, Diversity, Courage) into everyday life within Halls of Residence.
* Lead on improving student experience in Halls through resident feedback, focus groups, and surveys including the National Student Housing Survey.
* Design and deliver the Residential Life Marketing and Communications plan, utilising a variety of marketing channels, communication tools and reporting systems, that centres on student experience and creating a sense of community and belonging within Halls of Residence.
* To liaise and build effective relationships with students and staff and internal and external stakeholders.
* Lead as the main point of contact for External Relations, Community Partnerships, and colleagues within student services.
* To work with a wide range of UEL student services including Disability and Dyslexia Team, Student Money Advice and Rights Team, Wellbeing Team, and student experience and success teams to maintain and enhance accessibility and inclusivity within Halls of Residence.
* Develop an annual calendar of activities for residents, utilising the breadth of knowledge, experience and capability across the Residential Life team and broader university teams.
* Coordinate with Head of Residential Life in delivery of summer schools’ provisions, including developing marketing campaigns and materials.
* Create tenancy payment plans, 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.
* Support student throughout their residential experience, including providing direct support to students following urgent and emergency incidents within Halls of Residence. Undertake welfare follow-up checks and host review meetings as part of ongoing support for students following incidents in Halls.
* To maintain current and accurate information about the UEL Halls of Residence, including maintaining student records on Occam Room Service and SITS, through timely and accurate inputting of data. Continually seek improved and enhanced information management, including maximising the configuration of data systems. Produce informative reports and statistical analysis, as requested.
* Investigate alleged breaches of the Residential Life Handbook or Accommodation Agreement. Conduct meetings, interview students and staff, liaise with colleagues and gather evidence in order to write outcome reports and recommendations in-line with student conduct procedures.
* Be part of an on-call rota providing out of hours support to students and contributing to out of hours management of accommodation.
* Share specialist knowledge related to marketing, communications, and student experience.
* To assist with efficient organisation and operational delivery of student move in and move out, including leading on delivery of student Induction and Residential Life Orientation sessions.
* 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, Wellbeing, Maintenance, Credit Control, UELSU, Nviro, Shelter UK, Unipol Student Homes)
* Develop expert knowledge and application of the Universities UK Accommodation Code, and the UEL Accommodation Agreement and Resident Handbook.
* Provide advice and information to applicants, residents, students seeking accommodation in the private sector, 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 Residential Life colleagues, Cleaning and Maintenance as appropriate to ensure Halls are in good condition.
* Undertake all duties required for the successful day-to-day management of the accommodation portfolio. To undertake any other duties as required by the management team and to ensure the smooth operation of the UEL Halls of Residence.
* To ensure compliance with the Data Protection Act, Health and Safety Act and other legislative requirements at all times.
* Promote inclusion, equality, and diversity through all aspects of the role.

**Working** **Pattern**:

The normal working pattern will be 35 hours per week. The working pattern will vary in accordance with business needs throughout the annual cycle and will include regular weekend work.

Weekend and out-of-hours work may occasionally be required at short notice should the service need to manage a serious incident. Flexibility is therefore a requirement of the role.

The period between June and October is a very busy period for the Residential Life team. For this reason, no annual leave is permissible immediately prior to or after moving out weekend, August and September and leave may be restricted during other months.

**PERSON SPECIFICATION**

**EDUCATION QUALIFICATIONS AND ACHIEVEMENTS**

**Essential criteria:**

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

**Desirable criteria:**

* Relevant professional or postgraduate qualification (C)

**KNOWLEDGE AND EXPERIENCE**

**Essential criteria:**

* Experience designing campaigns and events (A/I)
* Experience working in student accommodation or similar (A/I)
* Awareness of the varied needs of resident students at different times during the annual cycle, and the role Residential Life and other professional service teams can play in supporting these needs (A/P)
* Experience of using IT systems to handle student enquiries and maintain student records (e.g., SITs: Vison, CRM, Occam Room Service) (A/I)
* Experience supporting complex residential incidents/student wellbeing (I)

**Desirable criteria:**

* Knowledge of Housing Law (I)
* Experience supporting international students (I)
* Experience working with/in-depth knowledge of university Living Learning Communities (I)
* Knowledge of Data Protection protocols in-line with GDPR (I)

**PLANNING AND ORGANISING**

**Essential Criteria:**

* Able to manage time effectively, work methodically and prioritise busy workloads, whilst maintaining excellent attention to detail (A/I)
* Able to use resources efficiently and deliver high-quality, cost-effective results within agreed deadlines (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 (A/I)
* Able to communicate clearly, calmly, and effectively under pressure and deal with conflict situations (e.g., complaints, difficult email, or phone conversations) (A/I)
* Able to present information clearly and confidently to a range of stakeholders, including staff and students (P)
* Able to express ideas and share information in accessible manner to a range of audiences (A/I/P)

**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 student-facing, customer-facing role that involves building relationships and helping people (I)
* Experience supporting and encouraging others within a challenging team environment (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)

**Desirable Criteria:**

* Experience supporting and managing staff, interns, or similar (I)

**SKILLS AND ATTRIBUTES**

**Essential Criteria:**

* Competent with IT systems, including proven ability to use Microsoft Office, and data entry skills (A/I)
* Experience using and enhancing CRM systems (A/I)

**ATTITUDES AND CHARACTERISTICS**

**Essential Criteria:**

* Committed to continued professional development and life-long learning (I)
* Willing to work weekends, flexible and unsocial hours (I)
* Positive and enthusiastic, able to adapt to changing demands and driven to continually improve systems and processes (I)
* Commitment to and understanding of equal opportunities issues within a diverse and multicultural environment (I)

**Criteria tested by** **Key:**A = Application form

P = Presentation
C = Certification

I = Interview