

JOB DESCRIPTION

Job Title:	Residential Life Manager
Grade:	G
School/Service:	Student Support
Campus:	Docklands
Responsible to:	Head of Student Life
Responsible for whom:	Accommodation Manager, Accommodation Officers, Residential Assistants
Liaison with:	Students, Academic Staff, Frontline Support, Communications, Student Recruitment and Marketing, External Agencies, Student Union

Working Pattern:

Full-time, 5 days out of 7 days. This will normally be worked Monday to Friday between the hours of 8am and 6pm. However, this working pattern will be varied according to business needs particularly to attend open days, during arrivals and conference periods and when responding to incidents.

Job purpose:

To provide effective operational management of our halls of residence and residential life programmes, proactively seeking improvements that will optimise the condition of our estate and our student experience in residences. To ensure all systems and processes optimise the potential of available resources and ensure our Residential Life team is motivated to reach our University's strategic objectives and provide exemplary customer service.

Main Duties and Responsibilities:

1. Work with the Head of Student Life to develop excellent strategic and operational policies and procedures, which assure our students' variable residential and student life needs are continually met, through comprehensive, co-ordinated, and exemplary customer-focused services.
2. Work with Estates & Facilities to implement effective operational management of all Residential Life spaces, ensuring ongoing and future planned maintenance works are scheduled and communicated in harmony with occupancy needs. Define and regularly refresh business continuity plans. Ensure safe and appropriate staffing levels are in place and make certain all other health & safety requirements are met.
3. Have responsibility for defining and managing processes which assure the effective resolution of incidents in our residences, during office hours and in out-of-hours periods, including our approach for crisis management. Be a Disciplinary Officer for incidents in our halls of residence. Manage and be part of the on-call rota, supporting Residential Life team members, colleagues from other services (e.g. Security) and our students as appropriate.
4. To ensure the halls provide a conference service of the highest service to all summer conference clients in conjunction with key stakeholders.

5. Analyse our student journey through the lens of the student lifecycle and ensure opportunities for positive residential life experiences are realised. Engage with stakeholders across UEL to encourage broad-ranging collaborative projects and initiatives, which promote affinity with UEL, create a sense of belonging, and enable personal growth through a positive residential life experience. To ultimately cultivate an annual programme of enjoyable and rewarding experiences which become traditions for our students in residences. To identify, recommend and implement changes accordingly.
6. Develop, implement and monitor Service Level Statements with suppliers, internal departments and customers, ensuring our Residential Life facilities and provision are legally compliant across all halls, with special regard to the UUK Code of Practice, licences and council tax.
7. Build a positive communications culture, in which appropriate Service and UEL branded materials are used to develop strong community identities in each hall. Maintain up to date digital, print and social media information, so as to instil trust in the accuracy of our internal promotions, student correspondence and outward-facing marketing materials.
8. Play a key role in establishing a culture for positive and safe campus relations, working across Residential Life, our other professional services and with the Students' Union.
9. Take a proactive approach to liaising with our local residents and community, building productive relationships and acting as a point of contact for all aspects relating to Residential Life.
10. Participate in meetings of our Student Support Senior Management Team, supporting the Director to shape departmental strategy, management approaches and continual development in line with our University's corporate objectives. Contribute to annual financial planning and budget development of Residential Life and the directorate, ensuring that performance and budgetary targets are being met.
11. Take responsibility for the effective management, continued development, and performance review of staff within areas of responsibility, offering motivation, encouragement and reward effectively. Lead the team to deliver services which exceed student and other stakeholder expectations and represent exemplars of excellent practice within the sector.
12. Keep abreast of and implement all relevant legislation and best practice, maintenance of appropriate service standards, benchmarking with other Student Support Services and institutions, suitable feedback mechanisms, reporting on service developments and ensuring key information is disseminated to the Residential Life team and directly informs service planning and resource allocation.
13. To evaluate existing external procurement arrangements to ensure that they deliver the optimum level of both service and value for the University and our students.
14. To deputise for the Head of Student Life if required and to undertake any activities, tasks or responsibilities delegated by the Director of Student Support when required.

PERSON SPECIFICATION

Qualification

Essential Criteria:

- A relevant degree (A/I)

Desirable Criteria:

- A relevant postgraduate or professionally accredited management qualification (A/I)

Experience and Knowledge

Essential Criteria:

- Substantial experience of successfully managing a multi-functional residential service, of a similar size and complexity to our University accommodation. (A/I)
- Experience of managing contracts, budgeting effectively, achieving revenue targets, and managing finances within a regulatory framework. (A/I)
- Knowledge of the varied nature of the UEL student body, the needs of students living in university accommodation, and a sound understanding of the student support policy environment within the Higher Education sector. (A/I)
- Experience of producing enhancement strategies and driving success through controlled implementation plans, within a student/customer focussed environment. (I)
- Experience of leading teams, providing vision, inspiring motivation, generating enthusiasm and empowering a culture of service delivery which meets or exceeds agreed standards for performance and customer service. (A/I)
- Experience of managing people, undertaking recruitment, monitoring of delivery and appraisal, including use of extra training and/or performance management techniques as and when required. (I)
- Significant knowledge and understanding of health and safety and other statutory requirements related to the provision of student residential accommodation. (A/I)
- Experience of utilising and enhancing a digital systems infrastructure, designed to effectively manage applications, payments and the ongoing needs (e.g. maintenance) of a residential accommodation environment. (I)

Desirable Criteria:

- Experience of managing an accommodation service at a university. (I)
- Knowledge relating to the general state of UK Higher Education, including recent Governmental policy developments and the impact they having on universities. (I)
- Experience of managing commercially driven residential conferencing activities. (I)

Skills and Abilities

Essential Criteria:

- Excellent organisational skills, able to assess key priorities, allocate time and resources, prioritise varied workload demands and undertake multi-level tasks in a demanding service-orientated environment. (A/I)
- Constructive critical thinking skills, able to efficiently glean salient information from quantitative and qualitative sources, and confidently articulate clear and persuasive ideas to negotiate and influence decision-making at all levels. (A/I)

- Excellent interpersonal skills, able to lead, motivate, inspire and manage a sizeable multi-disciplinary team through effective communication. Able to engage staff and students in dialogue around service development and innovation. (A/I)
- Proven business acumen and commercially aware, able to maintain excellent service delivery in a changeable environment. (I)
- Creative and innovative, able to review, devise and implement practices and procedures that ensure current and future student and institutional needs are met. (A/I)
- A systematic thinker with good computer literacy, able to utilise digital tools with confidence to refine our organisational infrastructure and optimise the student experience in our residences. Proficient with Microsoft Office. (I)
- Able to successfully manage budgets, monitor financial performance, and mitigate risk. (I)
- Good level of knowledge of data protection and freedom of information issues (I)

Desirable Criteria:

- Confident using SITS e:Vision to manage student information. (I)
- Confident using Microsoft SharePoint to manage internal information and develop Intranet pages. (I)
- Confident using CRM systems (e.g. Pro Retention) to manage student queries. (I)

Personal Attributes and Qualities

Essential Criteria:

- Highly motivated and goal orientated; able to demonstrate authentic interest and commitment to high quality provision that supports the welfare, experience and long-term success of our students to driving a high quality experience (A/I)
- A committed professional, to professionalism and the delivery of high service quality and student satisfaction levels. (I)
- A strong track record of understanding and providing an enhanced experience for students/customers. (I)
- Keen to embrace technology-based solutions, happy to lead the regular development of website/intranet sites, digital interfaces, online user guides, and promotional videos, in partnership with colleagues across our professional services. (A/I)
- Open to, and understanding of the student perspective and a flexible approach to work with the ability to adapt to changing demands within UEL and the HE sector (A/I)
- A team player with a highly customer focussed approach whilst being proactive and with an innovative approach. (I)
- Flexible, positive and approachable attitude (I)
- A strong track record of commitment to equality and diversity in a diverse and multicultural environment. (A/I)

Key:

A = Application

C = Certificate

I = Interview