



University of
East London

Pioneering Futures Since 1898

JOB DESCRIPTION

Job Title:	Residential Life Assistant (Maintenance and Estates)
Service:	Student Services
Grade:	C
Campus:	Docklands
Responsible to:	Residential Life Officer (Estates Operations)
Responsible for whom:	N/A
Liaison with:	Residents, Prospective Residents Student Services, Estates and Facilities, external contractors, students and applicants, external agencies and summer conferencing clients

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 has commenced Year 3 of its transformational 10-year [Vision 2028 strategic plan](#) 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.

JOB PURPOSE:

To assist in the day to day support of 1169 residents, paying particular attention to maintenance, cleaning, disciplinary and security operations for the Halls of Residence.

To provide excellent customer service, and tenancy management to students living in halls, prospective students.

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

MAIN DUTIES AND RESPONSIBILITIES:

Maintenance and Estate

- Assist in the delivery of the Halls of Residence turnaround schedule prior and post Summer Conferencing and January new students' intake.
- Assist in the delivery of the annual Halls of Residence enhancements projects.
- Assist in the operational delivery of the Summer Conferencing Programme.
- Assist the Residential Life Officer (System and business innovation) in the delivery of summer stay requirements.
- Liaise with colleagues across Estates and Facilities including external contractors.

- 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 containing recommendations to Disciplinary Managers, in-line with the Student Disciplinary Procedure. Write and coordinate behavior contracts with the support of senior colleagues.
- Lead and facilitate resident flat meetings, employing a restorative justice approach to resolve conflicts, foster open communication and promote a collaborative living environment.
- Assist in UEL's compliance with the UUK Code of Practice for Accommodation, ensuring full compliance and industry best practice is met.
- Complete regular, documented, health and safety inspections of the residential estate, including termly inspections, quality audits and the Summer Turnarounds Programme.
- Ensure regular reports including maintenance reports, disciplinary tasks are maintained and reported to Residential Life Officer (Estates Operations), Residential Life and Summer Conferencing Manager and/or Head of Residential Life and Conduct. Identify trends or issues and assisting with creative solution to enhance the resident experience.

Accommodation

- Contribute to all aspects of residential lettings, including the arrival and departure processes; dealing with complaints; tenancy queries; resolving maintenance and cleaning issues relating to accommodation.
- Support residents in the immediate aftermath and days that follow incidents within Halls of Residence.
- Maintain student records using the appropriate systems, through the timely and accurate inputting of data.
- Ensure relevant email templates from Room Service are accurate and updated as required. Contribute to marketing and communications to ensure residents and prospective residents are aware of maintenance, cleaning, security and health & safety processes and procedures.
- Undertake all duties required to ensure the successful day-to-day management of our accommodation portfolio.
- Participate in open days and support accommodation tours as needed.

Working Pattern:

The normal working pattern will be 35 hours per week, working Monday to Sunday. This role will include working regular weekends.

This 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, July, August, and September, and leave may be restricted during other months.

Flexibility is therefore a requirement of the role.

PERSON SPECIFICATION

Essential criteria

- A degree or substantive, equivalent, relevant work experience (A)

SERVICE DELIVERY:

Essential criteria

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- A commitment to delivering outstanding customer service and to proactively explore ways to improve quality of service. (A)
- Ability to deal calmly with busy and/or pressurised situations. (I)

KNOWLEDGE AND EXPERIENCE:

Essential criteria

- Experience and knowledge of student accommodation and the important milestones in a resident's journey (I)
- Experience of maintaining regular reports and identifying trends or issues (I)

COMMUNICATION:

Essential criteria

- Excellent customer engagement skills; able to listen and communicate clearly and politely including the ability to negotiate and adjust information to suit the needs of different audiences. (A)

PLANNING AND ORGANISING

Essential Criteria:

- Good organisational and time management skills and the ability to work independently, as well as proven ability to manage a varied workload and meet deadlines (I)
- Strong problem-solving skills and initiative (A)

Attitudes and Characteristics

Essential Criteria:

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