

**JOB DESCRIPTION**

|  |  |
| --- | --- |
| **Job Title** | **Senior Residential Life Officer** |
| **School /Service** | **Student Services** |
| **Grade** | **F** |
| **Location and Hybrid working status** | **Docklands – On campus** |
| **Reporting to** | **Residential Life and Summer Conferencing Manager** |
| **Line management for** | **Residential Life Officers, Residential Life Coordinator** |
| **Key working relationships: Internal** | **Students, Student Services, Estates & Facilities, Finance** |
| **Key working relationships: External** | **Prospective students, Summer Conferencing guests and clients, Maintenance contractors, Service providers, Casual lettings guests.** |
| **Contract type/ Hours** | **Maternity cover, Full time, 1 year FTC.** |

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

**#BeTheChange**

**THE UNIVERSITY OF EAST LONDON**

If you are seeking a career that combines innovative education with a passion for crafting positive change, look no further than the University of East London. Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we’re now in Year 5 of our ground-breaking [10-year Vision 2028 strategic plan](https://www.uel.ac.uk/about/vision-2028), orchestrated by our Vice-Chancellor and President, Professor Amanda Broderick.

Our goal is to advance industry 5.0 careers-first education and provide a clear path to the jobs and opportunities of the future. We are committed to driving diversity in the 5.0 talent pipeline, working in partnership to promote talent wherever it is found and creating a sustainable, inclusive, and green future.

But we can't achieve this goal alone. We need forward-thinking, innovative, and curious individuals like you to join our community and help us shape the future. As part of our team, you'll have the opportunity to work with a diverse range of people who share your passion for generating positive change. We’re an inclusive and welcoming community that is constantly moving forward, never satisfied with the status quo.

If you're ready to join a team that values your outstanding skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome versatile individuals who are committed to advancing their careers while making a positive impact on the world.

**BRIEF OVERVIEW OF SERVICE/SCHOOL: Student Services**

We are Student Services and are responsible for nurturing wellness, supporting individual needs, helping students in crisis, improving retention, and enabling positive experiences through residential life and extra-curricular activities. Working in partnership across academic schools and professional services, our teams seek to provide a network of support throughout the student journey and aim to optimise student success.

The Student Services directorate is led by the Assistant Chief Operating Officer, Health Gain & Student Experience. Our department incorporates a number of professional and support teams including Student HUB, Student Conduct, Academic Tutoring, Residential Life, Student Disability and Dyslexia, Student Life, Student Money Advice and Rights Team, Student Engagement, Retention and Success and Student Wellbeing.

**BRIEF OVERVIEW OF THE DEPARTMENT / TEAM**

Residential Life provides positive and vibrant 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 welcoming accommodation, while offering Residential Life events and welfare support to student residents. The team work to ensure a positive, healthy, and safe living/learning environment for students that stimulates social growth, academic success and the wellbeing of our students.

During the summer months, Residential Life coordinate a Summer Conferencing programme providing valuable services for guests.

**JOB PURPOSE**

The role holder takes senior manager responsibility for providing effective operational management of our Halls of Residence, proactively seeking improvements our student and guest experience in residences.

This position is a temporary role to provide maternity cover, expected to last one year. The post holder will be based on campus, and weekend work is required.

**KEY DUTIES AND RESPONSIBILITIES**

* Take responsibility for the effective management, continued development, and performance review of the Residential Life Officers and Residential Life Coordinator and their respective teams.
* To lead on the Customer Relationship Management system ensuring its implementation is successful, liaising with relevant colleagues and stakeholders.
* To coordinate the development and delivery of new and existing initiatives in the Halls of Residence, related to system development, estates and facility management, disciplinary, and customer service.
* To lead the multi million pound Summer Conferencing project and programme including turnarounds and client liaison.
* Support the Residential Life and Summer Conferencing Manager in key strategic projects including the Residential Life enhancements project and introduction of wireless locks.
* To manage the student experience and conflicts of students in the Halls of Residence through a number of programmes including restorative justice, complaints, investigations and student flat issues.
* Undertake all duties required to ensure the successful day-to-day management of our accommodation portfolio, including investigating breaches of the Residential Life Handbook, Accommodation Agreement and Student Code of Conduct, refunds, on-call and other duties as requested.
* To deputise for the Residential Life and Summer Conferencing Manager as required and to undertake any activities, tasks or responsibilities delegated by the Director of Student Services when required.

The duties and responsibilities outlined above provide a general overview of the range of tasks that a Senior Residential Life Officer at the University of East London may be required to perform. Please note that this job description is not exhaustive, and additional tasks aligned with the role's grade may be assigned as needed.

The job description may also be updated to reflect changes in circumstances, and employees will be consulted if any amendments are required.

**All employees must adhere to all UEL policies and regulations, demonstrating a commitment to equal opportunities within a diverse and multicultural environment. Employees are also expected to actively contribute to building and maintaining a positive reputation for UEL in all their professional activities.**

**PERSON SPECIFICATION**

The University's Core [Values](https://www.uel.ac.uk/about/governance/ethical-framework) are **Passion, Inclusion, Courage**, and they are at the root of everything we do and everyone in our community is expected to demonstrate them.

The table below outlines the essential and desirable criteria required to perform the role effectively. Candidates will be shortlisted based on how closely they meet these criteria.

|  |  |  |  |
| --- | --- | --- | --- |
| Education and Qualifications | Essential | Desirable | Criteria assessed by |
| A relevant degree or equivalent experience |  |  | **A/I** |
| Experience/Knowledge |  |  |  |
| Experience of working in a multi-functional residential service, of a similar size and complexity to our university accommodation |  |  | **A/I** |
| Experience of supporting a summer conferencing programme (or similar) including classroom bookings, accommodation bookings, contract management and client liaison |  |  | **A** |
| Experience of leading teams or individuals, providing vision, inspiring motivation, generating enthusiasm and empowering a culture of service delivery which meets or exceeds agreed standards for performance and customer service. |  |  | **AI** |
| Experience of managing multiple people, monitoring of delivery and appraisal, including use of extra training and/or performance management techniques as and when required. |  |  | **I** |
| A strong track record of commitment to equality and diversity in a diverse and multicultural environment. |  |  | **A/I** |
| Experience of project management within a student/customer focussed environment. |  |  | **I** |
| Significant knowledge and understanding of health and safety and other statutory requirements related to the provision of student residential accommodation. |  |  | **A/I** |
| Confident using CRM or digital systems for both student information and resident applications. |  |  | **A/I** |
| Other Competencies required |  |  |  |
| 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** |
| 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 committed and positive professional, dedicate to the delivery of high service quality and student satisfaction levels. |  |  | **I** |
| Willingness to work weekends, as the post holder will be required to work weekends. |  |  | **A/I** |

Criteria assessed by Key:

A = Application form/CV C = Certification I = Interview P = Presentation task Other Activity = (please specify e.g

Micro teaching, test etc.)

**Further Information:**

UEL is an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

We're a disability confident employer and value all applications. Please let us know if you require any reasonable accommodations throughout the recruitment process.