

**JOB DESCRIPTION**

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| **Job Title** | **Residential Life Assistant – Estates Operations** |
| **School /Service** | **Student Services** |
| **Grade** | **C** |
| **Location and Hybrid working status** | **Docklands – On Campus** |
| **Reporting to** | **Residential Life Officer – Estates Operations** |
| **Line management for** | **N/A** |
| **Key working relationships: Internal** | **Student Services, Estates and Facilities, students and applicants.** |
| **Key working relationships: External** | **External agencies/contractors and summer conferencing clients** |

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**

To support the effective management and operation of the Halls of Residence by assisting with estate operations, health and safety compliance, and the delivery of excellent customer service. The role helps maintain safe, inclusive, and welcoming accommodation, supports disciplinary and regulatory processes, and enhances the overall experience for students and guests.

**KEY DUTIES AND RESPONSIBILITIES**

* Support the delivery of Halls of Residence turnaround schedules, enhancement projects, and summer stay requirements.
* Be present on campus from June – August to assist in the operational delivery of the Summer Conferencing Programme.
* Support the day-to-day management and smooth operation of the Halls of Residence, including maintenance, cleaning, security, facilities, administration, and disciplinary processes.
* Provide excellent customer service, tenancy management, and guidance to current residents, prospective students, and applicants.
* Conduct regular health and safety inspections, quality audits, and Summer Turnaround checks.
* 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 behaviour contracts with the support of the Residential Life Officer – Estates Operations.
* Ensure regular reports including maintenance reports, disciplinary tasks are maintained and reported to Residential Life Officer (Estates Operations) or Residential Life and Summer Conferencing Manager. Identify trends or issues and assisting with creative solution to enhance the resident experience.
* Assist in ensuring UEL’s compliance with the UUK Code of Practice for Accommodation, promote inclusion, equality, and diversity, and perform all duties required for the successful day-to-day management of the accommodation portfolio across the university sites, including participating in open days/evenings.

The duties and responsibilities outlined above provide a general overview of the range of tasks that a Residential Life Assistant – Estates Operations 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.

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.

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| Education and Qualifications | Essential | Desirable | Criteria assessed by |
| Educated to Degree level or equivalent, relevant work experience |  |  | **A/C** |
| Experience/Knowledge |  |  |  |
| 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** |
| Experience of working in a busy office environment |  |  | **A** |
| Other Competencies required |  |  |  |
| Ability to work weekends as appropriate and flexible hours when required. |  |  | **A/I** |
| Able to listen and communicate clearly and politely including the ability to negotiate and adjust information to suit the needs of different audiences. |  |  | **A** |
| Ability to deal calmly with busy and/or pressurised situations. |  |  | **I** |
| Proven ability to use Microsoft Office and SharePoint (or equivalent), and financial management systems (including data entry skills) |  |  | **Test** |
| Ability to speak clearly and with confidence, to assert ideas and information. |  |  | **I** |
| Demonstrable experience of maintaining effective communication with colleagues, in a dynamic team environment, where responsibilities are shared. |  |  | **A/I** |
| Ability to adapt language and communication methodology for different audiences. |  |  | **A/I** |
| A commitment to delivering outstanding customer service and to proactively explore ways to improve quality of service |  |  | **I** |
| Ability to work with minimum supervision; act with tact and discretion, to use own initiative and work under pressure and to deadlines |  |  | **A** |
| Able to manage time pressures and conflicting priorities effectively, in a fast-paced and changeable environment; whilst maintaining excellent attention to detail |  |  | **I** |
| Experience of being supportive and encouraging others with a flexible approach to delivering team results |  |  | **I** |
| A strong track record of commitment to equality and diversity in a diverse and multicultural environment. |  |  | **I** |