

| JOB DESCRIPTION | |
|--|--|
| Job title: Residence Assistant | Accountable to: Residence Manager |
| Contract length: Permanent | Hours per week: 35 Weeks per year: All |
| Salary: : £23,322 - £27,499 per annum | Grade: 2 |
| Service: SD – Estates – Accommodation Services | Location: UAL halls of residence, Main Accommodation Services Office and other University sites throughout London |
| <p>What is/Who are Accommodation Services department.</p> | |
| <p>What is the purpose of the role?</p> <p>To work as part of a team to assist the delivery of a 24/7 service to all residents & guests, by conducting key tasks assigned by the Residence Management Team</p> <p>To deliver a range of customer-focused support and premises services, in accordance with agreed service standards and user requirements.</p> <p>To support, assist and respect other team members, to help deliver exceptional resident living.</p> <p>To take pride in the look and feel of the property ensuring that it is up to standard.</p> | |
| <p>Duties and Responsibilities</p> <ul style="list-style-type: none"> • To undertake daily checks of premises (to include lighting, heating, fire extinguishers etc) against a set checklist, reporting the findings to the Residence Manager. To ensure adoption and compliance with all recognised and published health and safety guidance and code of practice documentation, procedures, systems, etc. as instructed by Residence Manager. • To monitor the CCTV system and maintain an effective key register/key issue control system reporting any irregularities to the Residence Manager or external agencies. • To ensure that the site is safe and secure by undertaking regular patrols of all internal & external buildings, (inc. plant rooms, access points, exit points, delivery and evacuation areas) to ensure they do not have unauthorised persons present and are kept clear of obstructions and litter at all times. • To undertake all cleaning duties of communal areas, external grounds, reception areas & offices on a daily basis– to include sweeping, mopping, or vacuuming and ensure cleaning consumables are monitored and maintained. • To undertake deep cleaning of ground floor windows, doors, external surfaces, glazing on a regular basis and of rooms where necessary. To ensure that the bin stores are tidy, that the bins are rotated and collected on time so that they are accessible to all residents • To assist in a number of maintenance tasks or responsibilities complying with Health and Safety regulations by carrying out first line diagnostic maintenance checks, conducting low level repairs & handyman jobs primarily in Electric's, Plumbing, Carpentry, Painting and Decorating and assisting Residence Manager and/or Specialist Contractors when required • Carrying out first line diagnostic maintenance checks, conducting low level repairs & handyman jobs and assisting Residence Manager and/or Specialist Contractors when required. To liaise, provide access and monitor the work of all contractors, and | |

tradespersons, highlighting any areas of concern to the Residence Manager.

- Monitor the maintenance reporting system via the property management systems daily ensuring tasks are completed to a high standard and within suitable time scales in line with service level agreements, corresponding with residents when required
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role accordance to the University's policies and procedures, as laid down in the Financial Regulations.

Key Working Relationships

Senior Resident Assistants
Residence Managers
Group Residence Manager
Residential Operations Manager
Resident Wardens
Student Welfare Mentors
Social Reps
Management teams at the designated halls

Specific Management Responsibilities

Budgets: None

Staff: None

Other (e.g. accommodation; equipment): : Due to the nature of the role, the role holder will be required to work during the months of August and September and therefore it is very unlikely that extended leave (one week's duration or more) will be granted during this period, except in exceptional circumstances of a personal or medical nature. The role holder may also be asked to provide cover for other member of staff's annual and/or sick leave when required. This will sometimes be at other University sites.

Last updated: 30/05/18

[Include structure chart if available/appropriate]

PERSON SPECIFICATION

| | |
|--|---|
| <p>Specialist Knowledge/Qualifications</p> | <p>Relevant qualifications and equivalent experience</p> <p>Familiarity with CCTV software management systems including reviewing footage and printing still images.</p> <p>Familiarity with keycard security access systems including re-programming fobs/cards and interrogating access reports</p> <p>Has knowledge and can demonstrate a comprehensive understanding of current and relevant Health & Safety regulations</p> <p>SIA accreditation (Door Supervisor)</p> <p>Trained first aider</p> |
| <p>Relevant Experience</p> | <p>Demonstrable experience of security, portering and mail handling operations</p> <p>Demonstrable experience of customer facing facilities management services</p> <p>Demonstrable experience of understanding COSSH requirements for cleaning</p> <p>Demonstrable understanding of providing low level maintenance/handyman services primarily in Electric's, Plumbing, Carpentry, Painting and Decorating</p> <p>Can demonstrate pastoral care support and identify safeguarding support in dealing with student welfare and health & safety within a hall of residence or similar environment</p> <p>Can demonstrate experience in dealing with customer service issues at first point of contact</p> <p>Can demonstrate lone working and work under pressure and use problem solving skills</p> <p>Collaboratively</p> |
| <p>Communication Skills</p> | <p>Communicates effectively orally, in writing and/or</p> |

| | |
|--|---|
| | using visual media. |
| Leadership and Management | N/A |
| Professional Practice | Effectively delivers basic training or briefings to support understanding or learning |
| Planning and Managing Resources | Plans, prioritises and organises work to achieve objectives on time |
| Teamwork | Works collaboratively in a team or with different professional groups |
| Creativity, Innovation and Problem Solving | Uses initiative or creativity to resolve day-to-day-problems |

Please make sure you provide evidence to demonstrate clearly how you meet these criteria, **which are all essential unless marked otherwise**. Shortlisting will be based on your responses.

[OPTIONAL ALTERNATIVE, for discussion with HR: The application form sets out a number of competence questions related to these selection criteria. Shortlisting will be based on your responses to these questions.]

[Psychometric testing must be included here if relevant]

Last updated: xxx