

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Student Experience Manager (Residences)			Accountable to: Associate Director: Catering, Retail & Accommodation Services
Contract Length: Full Time	Hours per week/FTE: 35	Weeks per year: 52	
Salary: £46,423 - £55,932 per annum		Grade: 6	
College/Service: Operations and External Affairs		Location: UAL Halls of Residences	

Purpose of Role:

To work with the accommodation services team to deliver an exceptional student experience throughout the University halls of residences portfolio.

You will provide strategic direction, leadership and operational management to the Student Experience team (Accommodation Servicers) to deliver the agreed student experience priorities across the wider department.

To lead and/or be a member of cross-functional projects. To build strong relationships with peers across directorates and within other departments to facilitate joined-up and efficient processes and service delivery.

Duties and Responsibilities

- Curate the annual Student Experience Programme Residences (SEPR), social and wellbeing support programme to include physical / digital events, wellbeing campaigns, volunteering opportunities and collaborations.
- Motivate, lead and manage the Student Experience team including direct line reports and other staff or students where required, allocating responsibilities, work planning and managing performance. Provide general guidance, coaching and support, developing their skills, knowledge and understanding. Carry out regular appraisals, setting objectives, giving feedback and ensuring that targets are met.
- Be the main point of contact for the halls staff for any issues related to the resident's annual SEPR or the wider student experience, focusing on ensuring each hall of residence has the staff and resources to carry out their individual calendar of events that builds a positive, fun and inclusive hall community whilst at the same time also encouraging activities that will foster a wider cross-hall community.
- Take responsibility for all summer school and summer residentials and under 18's programmes in terms of operational management, safeguarding, staff training, customer service and budgets.
- Coordinate the yearly recruitment cycle of all student ambassadors (c. 40 student staff) and take ultimate responsibility for their development, individual support needs and performance whilst managing contractual obligations with internal student recruitment department (ArtsTemps).
- Coordinate yearly training and development programme for residential life staff working with both internal and external trainers.
- To manage the student experience and all other associated budgets and work with the Finance Business Partner to strategically plan, forecast, evaluate and streamline expenditure and income.
- Work with external stakeholders and relevant local businesses to encourage student engagement and entrepreneurial opportunities.
- Work closely with the Communications and Marketing Manager to ensure brand consistency and communicate key programme messages throughout the year.
- To take ultimate responsibility for health & safety in regard to the student experience programme and all associated activities including sign-off of all risk assessments and licences.

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<ul style="list-style-type: none">• Work with key stakeholders across the university providing services that align with and support university/department priorities for the enhancement of the student experience.• To keep the wider department and private partners up to date with all plans for the student experience through regular webinars, visits and newsletters.• Take a proactive approach to industry networking, best practise sharing, conferences and be a member of several industry professional bodies.• Ensure teams generate timely and engaging digital content across various social media platforms to develop the halls online sense of community.• To take the lead for all seasonal and major events across the department including welcome weekends, festive holidays and key awareness dates.• To provide regular progress and KPI reports for each hall of residence identifying successes and improvements, seeking ways to improve the student experience on a hall-by-hall basis.• To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University• To undertake health and safety duties and responsibilities appropriate to the role• To work in accordance with the University's Staff Charter and Dignity at Work Policy, promoting equality diversity and inclusion in your work• To 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• To 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• To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations• To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022)
<p><u>Key Working Relationships:</u> Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.</p> <ul style="list-style-type: none">• Associate Director: Catering, Retail & Accommodation Services• Residential Operations Managers• Communications and Marketing Manager• Hall of Residence Managers• Student Reps, Senior Reps and Wardens• Students' Union• Student Services• Various College contacts• External suppliers and joint partnerships
<p><u>Specific Management Responsibilities</u></p> <p>Budgets: Circa 500k budget</p> <p>Staff: Events and Summer Programmes Coordinator, Marketing and Wellbeing Programme Coordinator, Events and Projects Administrator and wider student staff teams.</p> <p>Other: Responsibility for the Social Programme equipment stores and inventories.</p>

Signed _____ Date of last review _____

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(Recruiting Manager)

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Person Specification Professional and Administrative Grade 6 E = Essential D = Desirable A = Application T = Test I = Interview			Means of Testing A / T / I
Qualifications/Knowledge and Experience			
<ul style="list-style-type: none"> Has experience of working in residential life, purpose-built student accommodation or major events management and able to work independently without direct supervision. 	√		A/I
<ul style="list-style-type: none"> Experience of managing large teams 	√		A
<ul style="list-style-type: none"> Experience of managing multiple budgets and finances 	√		
<ul style="list-style-type: none"> Has a relevant Degree (i.e. events or education management) 	√		
<ul style="list-style-type: none"> Sound knowledge of student pastoral / welfare support in relation to students or young people. 		√	A/I
<ul style="list-style-type: none"> Commits to own development through effective use of the University's appraisal scheme and staff development process. 	√		A
<ul style="list-style-type: none"> Experience of managing health & safety for major events or being a designated licence holder. 		√	A/I
Communication and Service Delivery			
<ul style="list-style-type: none"> Ability to provide routine oral and written information clearly and concisely and is able to understand and explain technical/specialist terms commonly in use in own area of work. 	√		A/I
<ul style="list-style-type: none"> Uses appropriate levels of IT skills to enable best use of available information and communications as necessary for the post. 	√		A
<p>MS Office, Email, Intranet, Web/Internet, Electronic Diary</p>	√		A
<p>KX student database system</p>		√	A/I
<p>Mailchimp, Adobe software, Slack</p>	√		A/I
<ul style="list-style-type: none"> Ability to ensure that accurate information is passed onto the most appropriate people in a timely fashion to improve working practices. 	√		A/I
<ul style="list-style-type: none"> Is involved in internal or external networks to pursue a shared interest and contribute to building and strengthening working relationships, sharing information and ideas to help others develop their practice/area of work. 		√	A/I
<ul style="list-style-type: none"> Ability to adapt services and systems to meet customers' needs and identify ways of improving standards and actively promoting the service. 	√		A/I
<ul style="list-style-type: none"> Ability to meet Service Level Agreements by collating feedback and views from customers and keeping up to date with market trends and service developments. 	√		A/I
Managing Resources			
<ul style="list-style-type: none"> Proven ability as an operational task leader, assessing and to ensuring appropriate resources and support are available to enable the team and individual members to achieve their objectives. 	√		A/I
<ul style="list-style-type: none"> Ability to ensure that all team members understand what is expected of them, delegating work fairly and according, monitoring progress through appraisal/probation and dealing with any difficulties arising. 	√		A/I

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Person Specification Professional and Administrative Grade 6			
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<ul style="list-style-type: none"> Ability to clarify, plan and prioritise own work and that of the others/team, to achieve objectives to the standards expected, including proactively working with others to achieve personal and team/service area objectives. Experience of ensuring that time and resources are used effectively, continually reviewing progress to improve efficiency and to ensure that work of self and others is completed in line with team objectives. 	√	√	A/I
Problem Solving			
<ul style="list-style-type: none"> Ability to distinguish between the need to make a decision and when to defer. Also to contribute to the decision making of others by providing relevant information and opinions. Ability to analyse problems to identify their cause, considering all possible solutions to identify those which offer wider benefits. Ability to establish basic facts by carrying out appropriate enquiries, identifying and using a range of sources and types of data to produce full and accurate reports and or accounts of situations. 	√		A/I
Work Environment and Care			
<ul style="list-style-type: none"> Experience of dealing with difficult situations or confidential matters according to policy and procedures, referring to others where necessary and appropriate. Ability to undertake health and safety duties and responsibilities appropriate to the post. Commits to the University's Equal Opportunities Policy together with an understanding of how it operates within the responsibilities of the post. 	√		A/I
Teaching and Learning Support			
<ul style="list-style-type: none"> Ability to explore content and approach to take account of feedback and learners' progress using a variety of methods and examples to assist understanding and learning. 	√		A/I