

JOB DESCRIPTION

Job Title: Senior Residence Assistant	Accountable to: Residence Manager	
Contract Length: Permanent	Hours per week/FTE: 35	Weeks per year: 52
Salary: £29,358 - £35,839 per annum	Grade: 3	
College/Service: Operations and External Affairs- Estates and Accommodation	Location: UAL - Various sites, London UK	

Purpose of Role:

- 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
- To deliver a range of customer-focused support and premises services, in accordance with agreed service standards and user requirements
- To support, assist and respect other team members, to help deliver exceptional resident living
- To take pride in the look and feel of the property ensuring that it is up to standard

Duties and Responsibilities

- To ensure tasks distributed to Residence Assistants are completed to a high standard and assist the Residence Manager in ensuring all H&S and compliance is followed in all work carried out
- To lead in a number of maintenance tasks or responsibilities complying with Health and Safety regulations primarily in Electric's, Plumbing, Carpentry, Painting and Decorating by 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
- Keeping clean and tidy all external areas & communal areas (and other areas as directed) including removal of rubbish, sweeping courtyards, picking up of litter and mowing grass. Keeping clean and tidy all associated storage cupboards / areas, workshops and plant room(s)
- To lead in the patrols of the building(s) to ensure that security, health and safety and fire regulations are complied with and that related systems are monitored and inspected in line with service standards and to identify building defects and report any issues to the Residence Manager and ensure relevant issues are logged through the department's fault reporting system
- Updating relevant files and records pertaining to health and safety, fire safety, maintenance and providing necessary information to the Residence Manager on a regular basis
- Responsible for tasks logged by residents or colleagues through the reactive fault reporting system in the halls of residence and providing updates to the Residence Manager on a regular basis
- To carry out tasks in line with any planned programmes of maintenance liaising with the Residence Manager, the University's Estates Department and external contractors where appropriate

- To ensure the properties owned and managed by the University are sustained at an acceptable standard and maintained to this level using internal resources in the first instance, reporting any requirement for external contractors to Residence Manager
- At the request of the Residence Manager arrange and supervise external contractors and using the departments fault reporting system monitor their work through to completion
- In the absence of and request of the Residence Manager, supervise the Residence Assistant(s) and organise their daily workload so that service standards are maintained
- To assist the Residence Manager with key tasks during the summer turnaround period, ensuring that the building is ready for the new residents at key times of year. To carry out low level replenishment works of interior & exterior fixtures, furniture & fittings and any other areas as necessary and directed by the Residence Manager
- To process all incoming and outgoing deliveries including the recording and safe portorage within and between designated properties. Ensuring that deliveries are accepted in accordance with published procedures and stakeholder requirements and assisting with the distribution of mail for all residents
- To work the hours supporting service delivery in line with the needs of the service (between the hours of 8:00 – 20:00 on a rotational basis 5 days out of 7 a week)
- To provide cover for other members of staff's annual and/or sick leave when required. This will sometimes be at other University sites
- To adopt a flexible approach and undertake any other duties of a similar nature, which may be allocated by the line manager, including such duties consistent with your position as may from time to time be assigned to you anywhere in the University

General Duties:

- 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 personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022)
- 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

Key Working Relationships: Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

- 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.

Signed _____ Date of last review _____
(Recruiting Manager)

Job Title: Senior Residence Assistant

Grade: 3

PERSON SPECIFICATION	
Specialist Knowledge/Qualifications	Relevant qualifications and equivalent experience Familiarity with CCTV software management systems including reviewing footage and printing still images. Familiarity with keycard security access systems including re-programming fobs/cards and interrogating access reports Has knowledge and can demonstrate a comprehensive understanding of current and relevant Health & Safety regulations SIA qualification
Relevant Experience	Demonstrable experience of security, portering and mail handling operations Demonstrable experience of customer facing facilities management services

	<p>Demonstrable experience of understanding COSHH requirements for cleaning</p> <p>Demonstrable understanding providing low level maintenance/handyman 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>
Communication Skills	Communicates effectively orally, in writing and/or using visual media
Professional Practice	Contributes to advancing professional practice/research or scholarly activity in own area of specialism
Planning and Managing Resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups
Student Experience or Customer Service	Builds and maintains positive relationships with students or customers
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve problems

The application form sets out a number of competence questions related to some of the following selection criteria. Shortlisting will be based on your responses to these questions. Please make sure you provide evidence to demonstrate clearly how you meet these criteria

Last updated: