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JOB DESCRIPTION	
Job title: Residence Assistant	**Accountable to**:
Contract length: Permanent	**Hours per week**: 35 **Weeks per year**: All
Salary: : £24,563 to - £28,839 per annum	**Grade**: 2
Service: Estates – Accommodation Services	**Location**: UAL halls of residence, Main Accommodation Services Office and other University sites throughout London

Who are we?

We are the people who manage the residential experience for our students, from the day they apply for somewhere to live, right through to leaving home and moving in to live in halls, up until the day they move out. The accommodation team advertise and allocate over 3000 rooms every year, placing students in University owned and managed, as well as partner run accommodation across London and close to our colleges. The residence assistant roles are a vital support function for the wider accommodation team at Camberwell to be able to deliver safe, clean, functional residential space which residents can call home whilst they live with us.

What is the purpose of the 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 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.

Other General Duties:

1. Perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
2. Undertake health and safety duties and responsibilities appropriate to the role.
3. Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
4. 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.
5. 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.
6. Conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.
7. To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022)

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

Last updated: 5/12/18

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 accreditation (Door Supervisor) Trained first aider
Relevant Experience	Demonstrable experience of security, portering and mail handling operations Demonstrable experience of customer facing facilities management services Demonstrable experience of understanding COSSH requirements for cleaning Demonstrable understanding providing low level maintenance/handyman primarily in Electric's, Plumbing, Carpentry, Painting and Decorating 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 Can demonstrate experience in dealing with customer service issues at first point of contact Can demonstrate lone working and work under pressure and use problem solving skills Can use basic computer programmes such as excel and email

Communication Skills	Essential : Communicates effectively orally, in writing and/or using visual media. Ability to communicate using e mail
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.

Last updated: 5.12.18