

## JOB DESCRIPTION AND PERSON SPECIFICATION

**Job Title:** Residence Assistant

**Accountable to:** Residence Manager

**Contract Length:** Permanent

**Hours per week:** 35

**Weeks per year:** All

**Salary:**

**Grade:** 2

**Service:** SD – Estates – Accommodation Services

**Location:** UAL halls of residence, Main Accommodation Services Office and other University sites throughout London

### Purpose of Job:

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

- To assist in the monitoring and managing of supplies and equipment needed for cleaning and maintenance duties highlighting any issues to Residence Manager
- 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.
- Under the direction of the Residence Manager or in their absence, to respond to incidents whether as part of a local response, or as part of a wider Disaster Recovery event, performing such duties as are appropriate to the role and in accordance with published guidance on incident control and ensuring sufficient handover to colleagues.
- To work on a rota basis ensuring that the site is covered 24hrs a day including weekends, university closures and bank holidays. To be available to work additional hours in August and September to facilitate turnaround and check in requirements
- To work as part of an Accommodation Service wide operational staff and may be required to move between properties to ensure that operational needs are met at short notice to meet unexpected demand by moving between properties on the same day
- To wear at all times the approved official uniform, security identification (SIA Door Supervisor License) and appropriate personal protective equipment
- To attend any training, away days and meetings required by the business for the purpose of upkeep of skills, knowledge and team work, with any attendance outside of normal working hours treated as TOIL and given at a convenient time to both the staff member & business
- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity 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

**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:** 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.

**Job Title: Facilities Assistant    Grade:    2**

Person Specification	
Specialist Knowledge/ Qualifications	<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 &amp; Safety regulations</p> <p>SIA accreditation (Door Supervisor)</p> <p>Trained first aider</p>
Relevant Experience	<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 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 &amp; 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	<p>Communicates effectively orally, in writing and/or using visual media.</p>

Research, Teaching and Learning	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
Student Experience or Customer Service	Provides a positive and responsive student or customer service.
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve day-to-day-problems

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