

## JOB DESCRIPTION

<b>Job title:</b> Senior Residence Assistant	<b>Accountable to:</b> The Residence Manager and The Deputy Residence Manager
<b>Contract length:</b> Permanent	<b>Hours per week:</b> 35 (including weekends) <b>Weeks per year:</b> 52
<b>Salary:</b> £30,777- £37,468 per annum	<b>Grade:</b> 3
<b>Service:</b> Catering, Retail & Accommodation Services	<b>Location:</b> Camberwell and Peckham Halls of Residence, Main Accommodation Services Office and University Sites

### What is/Who Accommodation Services

The University of the Arts London is a higher education institution specialising in art, design, fashion and media, which is comprised of Camberwell College of Arts, Central Saint Martins, Chelsea College of Arts, London College of Communication, London College of Fashion and Wimbledon College of Arts.

It is Europe's largest provider of education in art, design, fashion, communication and the performing arts which brings together over 19,000 students from over 100 different countries, including 2,250 further education students, 14,000 undergraduates and 2,700 postgraduate and research students.

Accommodation Services currently accommodates over 3200 students in 12 Halls of Residence located throughout London on fixed term tenancies. The department is comprised of Central Accommodation, Residential Operations, Communications & Marketing, Finance, the Social Programme and a Commercial Summer Business. We are a vibrant multidisciplinary and diverse team, priding ourselves on innovation, high standards, customer focus and the student experience.

### What is the purpose of the role?

This important role based at the Camberwell and Peckham Halls of Residence requires the post holder to support the Residence Managers and the Deputy Residence Manager in the performance of their duties. There are a variety of operational activities, so assistance may involve building inspections, coordination of transfers, arrivals & departures, interrogation of the Housing Management system, uploading of charges and so on.

The management team aims to provide a safe and secure environment for students, guests, contractors and colleagues, as such support and assistance could equally include ensuring the hall is compliant with Health and Safety legislation, supervision of contractors, making sure the residences are well maintained, liaising with internal stakeholders as necessary to ensure building repairs are completed within agreed service levels and assisting with the management of welfare, wellbeing, conduct and disciplinary issues.

Whilst the appointee will assist and support the Residence Managers and the Deputy Residence Manager, there are key departmental stakeholders who they'll also work with, such as the Residential Operations Manager, the Student Experience Manager, the Accommodation Services Finance team, the Marketing & Communications team and other members of the Senior Management Team or their reports.

### Duties and responsibilities

- To lead in a variety of reactive maintenance tasks, primarily in Plumbing, Painting, Decorating and Carpentry by carrying out first line diagnostic checks, conducting low level repairs where competent and liaising with the Residence Managers, the Deputy Residence Manager or Specialist Contractors as required
- To carry out low level and low risk repairs to interior & exterior fixtures and fittings, furniture and any other areas indicated by the Residence Managers and/or the Deputy Residence Manager, complying with Health and Safety regulations at all times.

- To take responsibility for all residents maintenance requests logged via the student portal, ensuring tasks are recorded and completed to a high standard within agreed time frames, highlighting any delays or issues to the Residence Managers and/or the Deputy Residence Manager as necessary.
- To conduct daily patrols of buildings to ensure that all fire safety systems and security systems are in good working order, statutory health and safety compliance regulations are being met, identify any serious building defects and ensure that any faults that are found are logged using the Universities Helpdesk reporting system, reporting any serious issues to the Residence Managers and/or the Deputy Residence Manager as appropriate.
- To monitor the work of Residence Assistants, external contractors and tradespersons, highlighting any areas of concern to the Residence Managers and/or the Deputy Residence Manager as appropriate and providing access to areas as required.
- To supervise the Residence Assistants and organise their daily workload so that service standards are maintained.
- To ensure that all external areas and communal areas are kept clean and tidy; including the removal of rubbish, sweeping of courtyards, picking up of litter, grass mowing and leaf removal.
- To ensure that all storage cupboards / areas, workshops and plant room(s) are kept clean and tidy at all times.
- To review and update as necessary all relevant files and records pertaining to Health and Safety, fire safety and maintenance requests, providing information to the Residence Managers and/or the Deputy Residence Manager as required
- To carry out tasks in line with any planned programmes of maintenance liaising with the Residence Managers and/or the Deputy 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 the Residence Managers and/or the Deputy Residence Manager.
- To ensure that key tasks are carried out safely and in a timely manner during the busy summer turnaround period, ensuring that all bedrooms, kitchens, bathrooms and communal areas within buildings are presentable and ready to accept new residents.
- To process all incoming and outgoing deliveries including the recording and safe portage 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 a rotating shift pattern to support service delivery in line with operational requirements, between the core hours of 08:00 – 22:00 on a rotational basis 5 days out of 7 a week (including weekends) and provide cover for other staff members who are absent from work as and when required.
- To adopt a flexible approach and undertake any other duties of a similar nature, which may be allocated by the Residence Managers and/or the Deputy Residence Manager, including such duties consistent with your position as may from time to time be assigned to you anywhere in the University.
- To work in accordance with the University's Dignity at Work 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 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:**

Residence Assistants  
Residence Managers  
Deputy Residence Manager  
Residence Receptionist  
Residence Housekeeping Assistants  
Residential Operations Manager  
Contracts and Compliance Manager  
OOH Residence Manager  
Senior OOH Residence Manager  
Marketing & Communications team  
Student Welfare Mentors  
Finance Team  
Social Programme Co-ordinator  
Social Reps

**Specific Management Responsibilities**

**Budgets:** None

**Staff:** Residence Assistants

**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.

**HERA Ref:** 000342

**Signed** Errol Ali **Date of last review** 27 July 2022  
(Recruiting Manager)

**Job Title: Senior Residence Assistant**

**Grade: 3**

## Person Specification

Specialist Knowledge/ Qualifications	<p>Relevant knowledge and experience in a similar role at a similar level.</p> <p>IOSH Managing Safety</p> <p>Familiarity with CCTV software management systems</p> <p>Familiarity with key card security access systems including re-programming fobs/cards and running access reports</p>
Relevant Experience	Experience of working in a similar role, within a customer services setting, or in the hospitality sector.
Communication Skills	Communicates effectively orally, in writing and/or using visual media
Leadership and Management	Supervises and motivates individuals or a team effectively, setting clear objectives to manage performance
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	Provides a positive and responsive student or customer service
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: July 2022**