

JOB DESCRIPTION AND PERSON SPECIFICATION	
<b>Job Title:</b> Residential Operations Manager (FM Lead)	<b>Accountable to:</b> Associate Director Catering, Retail and Accommodation
<b>Contract Length:</b> Permanent	<b>Weeks per year:</b> 52
<b>Hours per week/FTE:</b> 35	
<b>Salary:</b> £46,423.00 - £55,932.00 per annum	<b>Grade:</b> 6
<b>Service:</b> Accommodation Services	<b>Location:</b> Camberwell (Gardens, Portland ,Eagle Wharf and Brooke Hall ) and Hackney (Cordwainers Court)
<p><b>Purpose of job:</b></p> <p>To be responsible for overseeing the facilities management, student experience and smooth running of the entire residential portfolio with a focus on customer service and effective delivery, with day to day responsibility for all University facilities managed residential buildings and staff.</p> <p>To lead and motivate the staff with day to day responsibility for the facilities management of residential buildings for which the University has responsibility.</p> <p>To oversee compliance with Health and Safety legislation, ANUK or UUK Codes and Data Protection at all halls mentioned above.</p> <p>To oversee the provision of a safe, secure and supportive environment for University of the Arts students to reside in.</p> <p>To be available to work during the months of August and September – it is very unlikely that extended leave (one week's duration or more) will be granted during this period, except in exceptional circumstances.</p>	
<p><b>Duties and Responsibilities</b></p> <ul style="list-style-type: none"> <li>To be instrumental in the continued development, implementation and delivery of a customer focused, high quality residential service in line with University and customer expectations.</li> <li>To be responsible for the recruitment, probation, induction and line management of RM's (Residential Manager) Summer Stays Executive and operational staff where required, including the undertaking of PRAs. To act as a role model for the team to aspire too.</li> <li>Ensuring that the Associate Director Catering, Retail and Accommodation (ADCRA) is kept fully apprised of all actions, issues and resolutions by means of weekly meeting and daily reporting.</li> <li>To be the first point of escalated contact for Direct Reports (RMs Out of Hours Manager), communicating and corresponding effectively through various media (email, phone, in person etc) problem solving in response to all complaints and queries, delivering the highest level of customer service.</li> <li>To ensure that an effective system of monitoring and reporting on day-to-day housekeeping, security and maintenance arrangements for all FM (Facilities Managed) buildings is implemented and followed to ensure parity of service across the FM residential portfolio.</li> <li>To ensure that appropriate and relevant health and safety inspections and reporting is implemented and acted upon, ensuring compliance with Health and Safety Regulations.</li> </ul>	

- To be responsible for all residential matters in designated UAL Halls of Residence including the allocation of rooms, move in/out process, room moves, early departures, applying damage charges and refunds, and monitoring and advising on the planning and delivery of the same.
- To meet regularly with the University Facilities Contracts Manager to monitor performance and delivery of service contracts applicable.
- To manage the performance of all FM Residence University PPM contractors and/or other approved contractors to ensure that all works are carried out as scheduled and as per service level agreements. To report any failures of the main University contractor to meet contractual obligations to the University's Facilities Contract Manager.
- To support the ADCRA by attendance at meetings (monthly/quarterly) with the head lease and/or temporary accommodation provider to discuss relevant management issues, and ensure such issues are resolved and agreements adhered to, including resident occupancy reporting, pastoral/disciplinary issues, health & safety, maintenance and housekeeping.
- To support the ADCRA in monitoring monthly operational expenditure and forecasts.
- To ensure that all statutory testing and other mandatory building records are kept and updated.
- To monitor the provision of accurate records of contractors on-site to ensure that the residences are well maintained and that necessary building repairs are affected as soon as is practicable ensuring that Health and Safety issues are given a priority.
- Ensure accurate and timely recording of all quoted and invoiced reactive building works as directed by the ADCRA.
- To ensure RM's implement and deliver all building management site inductions and site manual documents for both UAL staff and external contractors, managing staffing rotas to ensure full round the clock cover at all residences.
- To oversee that local service delivery of both in-house and contracted services are compliant with health and safety and other relevant statutory obligations and that all testing, fault reporting, inspections and actions are undertaken and recorded in a timely and accurate manner.
- To oversee compliance with statutory testing of the fire systems at all residences, ensuring periodic planned fire drills and regular inspections of the hall are carried out and appropriate records maintained.
- To liaise with UAL Estates team and rationalise decision making with regard to whether maintenance repairs and defects can be undertaken in-house, and where possible to undertake the work, or to appoint contractors and supervise their works until completed.
- Co-ordinate the planning and implementation of in-house redecoration, refurbishment and planned maintenance to ensure the properties owned and managed by the University are maintained to an acceptable standard.
- Oversee and coordinate the management of local security systems, processes and procedures, access control, ensuring the effective operation of surveillance and alarm systems; monitoring the performance of the security contract personnel and ensure that contractual SLAs are being met, escalating any issues as appropriate.
- To oversee development and delivery of appropriate residential services risk assessments, contributing to College-wide risk assessments as appropriate; ensuring that method statements and control measures are adhered to in respect of facilities and halls related services e.g. manual handling, safe systems of work.
- To ensure that appropriate training on access control programming systems, CCTV system operation accommodation management software packages is undertaken by all appropriate Residential Management team members.
- To support in all employee issues with advice, sign posting and assistance to RM's with performance management, appraisals, staff policy, recruitment and personal development of staff members. To act as a Senior Point of Contact for area in all Human Resource issues and activities.
- To ensure that an appropriate First Aider, is available at Halls and to ensure local arrangements for first aid at work are in place.
- Oversee the recording and submission of insurance claims to building's insurers and meet with loss adjusters on site to assess claims.

- Responsible for the Out of hours Service for all halls, driving service standards and innovation.
- To act as a Duty Manager for the FM Residences outside of normal hours, weekends and Bank Holidays - if required
- To be available to work weekends between July – September subject to the needs of the residential move in/out process.
- To attend relevant Health and Safety and Safeguarding training courses as appropriate, and undertake any other training deemed necessary to the grade.
- 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.
- 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 to meet the requirements of the role and to promote organisational effectiveness.
- To lead on the maintenance of relevant office filing systems and general administrative tasks, keeping student records up-to-date both electronically in hard copy whilst ensuring adherence to data protection policies and procedures.
- 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.
- Deputise for the ADCRA in times of Absence, Holidays, Training, etc.

#### General

- 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 Equal Opportunities Policy and the Staff Charter, promoting equality and diversity 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

#### Key Working Relationships

- Associate Director, Catering Accommodation & Retail
- Residential Operations Manager (Business Standards & Compliance)
- Residence Managers
- Student Experience Manager
- Accommodation Services Finance Business Partner
- Marketing and Communications Manager
- Admin and Process Manager
- Clerk at Cordwainers
- Finance Manager
- Sustainability Manager
- UAL Contracts Manager
- Provider Management where applicable
- All Site Staff, Student Welfare Managers and Social Reps

**Specific Management Responsibilities**

**Budgets:** £1.9 million

**Staff:** Line Management of Residence Managers, Out of Hours Manager, Indirect Management of onsite FM Teams, Wellbeing Peers and Social Reps etc.

**Other:**

Person Specification	
Specialist Knowledge/ Qualifications	<p>Degree or equivalent qualification</p> <p>Demonstrable knowledge of Health and Safety and other relevant statutory obligations and their practical application in the workplace.</p> <p>Qualified First Aider</p>
Relevant Experience	<p>Has relevant knowledge of facilities management either directly or through the demonstrable experience of supervising facilities management staff and/or contractors to ensure essential services/plant are maintained and maintenance problems promptly dealt with</p> <p>Can demonstrate experience of managing cyclical repair/refurbishment and periodic cleaning programmes in student accommodation or a large scale private residential scheme</p> <p>Has experience of a commercial conferencing/accommodation operation in a University environment</p> <p>Familiarity with key card security access systems including reprogramming fobs/cards and interrogating access reports</p> <p>Has experience of tenancy inventories, regular landlord inspections and applying repair costs for which a tenant is held liable</p>
Communication Skills	Communicates effectively orally and in writing adapting the message for a diverse audience in an inclusive and accessible way
Leadership and Management	Motivates and leads a team effectively, setting clear objectives to manage performance
Professional Practice	Contributes to advancing professional practice/research or scholarly activity in own area of specialism
Planning and managing resources	Plans, prioritises and manages resources effectively to achieve long term objectives
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	Suggests practical solutions to new or unique problems