



**Job Title:** Residential Life Team Leader  
**Grade:** 3  
**Salary:** £23,924 £24,590 pa, plus Lower Shift Allowance  
**Department:** Campus Services  
**Hours/Contract:** 35 hrs/wk, Permanent Full Time Contract  
**Job Family:** Community & Ops  
**Reference:** 13257

**Role Purpose**

To deliver an outstanding customer service within Accommodation and Residence Life Team, providing front line response to customer queries, feedback and incidents covering service to students and to conference activity and guests. To supervise the Residential Advisor teams on shift, in order to deliver a high standard of customer service in support of the University’s objective of providing an excellent student experience.

**Resources Managed**

The post holder will be responsible for a team of staff and will work closely with other service providers to ensure smooth operational functions.

The post will cover all areas of customer services for university-owned facilities.

- The post holder will be required to work within prescribed budgets.
- Diary coordination for bedrooms, social spaces and other sellable spaces.
- 30 Residential Advisors.

| Main Duties and Responsibilities  | % Time |
|---|--------|
| <ul style="list-style-type: none"> <li>• To provide frontline response to customer queries, whether in person, email or phone. Responses will typically be working within predetermined parameters and standard operating procedures.</li> </ul>  | 20     |
| <ul style="list-style-type: none"> <li>• To provide first level response to customer feedback, including complaints. This will typically involve working with predetermined parameters. More complex issues will be escalated to a more senior manager.</li> </ul>  | 20     |
| <ul style="list-style-type: none"> <li>• To take responsibility for student wellbeing by responding to situations of concern. The post holder will not be expected to provide specialist services, but will signpost to the appropriate University teams.</li> </ul>  | 10     |
| <ul style="list-style-type: none"> <li>• To ensure that customers are satisfied with our response to queries, feedback and incidents, either by contacting customers in person or coordinating the Residential Advisors team to do the same.</li> </ul>   | 10     |
| <ul style="list-style-type: none"> <li>• To ensure that student records are maintained within the accommodation software, Room Service. This will include assisting with checking residents in and out of accommodation, facilitating room transfers, updating accounts etc. The post holder will have an excellent working knowledge of Room Service and will be able to advise others on using the system.</li> </ul> | 15     |
| <ul style="list-style-type: none"> <li>• During shift, to supervise the Residential Advisor team in order to provide an excellent customer service. The post holder may be required to assign tasks in</li> </ul>   | 15     |







**Desirable**

- Previous experience in providing support in a higher education environment.
- Previous experience of organising and managing events.

**Skills, Abilities and Competencies**

**Essential**

- Proven ability to ensure the delivery of prescribed standard operating procedures\*
- Proven ability to manage own workload\*
- High standard of written and oral communication skills, with the ability to negotiate and to communicate using a variety of methods (including report writing and presentations) with a wide range of stakeholders\*
- Well-developed administrative/organisational skills e.g., developing and operating processes and systems, accuracy and attention to detail.
- Ability to work independently, manage time effectively, prioritise, multi-task and work to deadlines\*
- Excellent IT skills and proficient in using Word, Excel and PowerPoint.
- Excellent interpersonal skills and negotiation skills\*
- Ability to develop positive relationships with stakeholders and deliver joint projects\*

***\*Criteria to be used in shortlisting candidates for interview***

**Criminal Declaration and Disclosure and Barring Service (DBS).**

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

This post is exempt from the Rehabilitation of Offenders Act 1974 because the appointee will have substantial access to young people and/or vulnerable adults. Therefore, an appointment to this post will be subject to checking through the Disclosure and Barring Service (DBS). The successful applicant for this post will, therefore, be required to give consent for the University to check and obtain appropriate clearance with the DBS for the existence and content of any criminal record in the form of an Enhanced plus Child Barred List check.

**Supporting University Activities**

As a University of Leicester citizen, you are encouraged to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We encourage all staff as citizens to work flexibly across the University if required. If supporting these activities is likely to affect your workload, please speak to your line manager in the first instance





## University Values

**Inclusive** - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

**Inspiring** - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

**Impactful** - As Citizens of Change we will generate new ideas which deliver impact and empower our community

## Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

