



Job Title: Assistant Manager (Wellbeing and Engagement)
Grade: 5
Salary: £26,707 to £31,236 per annum, pro-rata if part-time
Department: Estates Campus Services – Residences
Hours/Contract: Full-time or job share, permanent
Job Family: Management and Administration
Reference: 13044

Role Purpose

You will coordinate and deliver the Residence Life activities within Estates and Campus Services, aiming to encourage active participation in the programme. Part of your responsibilities will include signposting and facilitating access to appropriate support services.

You will be required to communicate effectively with both staff and residents, ensuring that the team’s high standards of customer service are consistently upheld at both the City and the Village locations.

You will share in the leadership and supervision of the Residence Life team, playing a key role in the daily operations of the broader group. This includes supporting welfare initiatives, administrative tasks, and the planning and delivery of events.

Core working hours will be 10:00–18:00, and you will be expected to work one weekend day in every four. Evening work, additional weekend days, and sharing cover for closure days may be required, depending on business and operational needs at key times.

Resources Managed

You will have access to Residence Life budget and purchasing card (ensuring compliance with financial regulations and university policies).

Overseeing event materials and online platforms.

Providing direct line management for two Duty Managers, and supervising 47 Residential Advisors and Team Leaders to guarantee the efficient delivery of services and events.

Main Duties and Responsibilities

- Provide effective leadership and supervision to the Residence Life team, including allocating and monitoring workloads, supporting recruitment as a panel member or chair, conducting appraisals, managing performance, arranging training, and motivating staff with integrity and competence.
- Lead the planning and delivery of a broad range of Residence Life activities, such as:
- Developing and overseeing the Residence Life social and engagement calendar, ensuring events are well-promoted, risk assessed, and delivered to a high standard.
- Contributing to the ongoing planning and execution of arrivals, induction, and student communication campaigns.





- Representing the service at Open Days, Visit Days, exhibitions, and promotional events both in person and online.
- Supporting and developing marketing campaigns.
- Delivering presentations and welcome talks.

Supervise and deliver Residence Life support activities, including:

- Proactively contacting residents in line with the Let's Catch Up agenda.
- Providing advice, guidance, and reactive support to residents or escalating concerns as per the Support Pathway.
- Investigating behaviour and conduct issues and applying appropriate sanctions in line with policy.
- Ensuring compliance with university policies, such as completing PEEPs and risk assessments.
- Contribute to the daily operations of Residence Life and Commercial Services, providing line management, operational support, and welfare guidance as part of the wider management team.
- Undertake projects as assigned by Campus Services leadership.
- Monitor and analyse market research—such as surveys, focus groups, and interviews—to inform service improvements and financial performance.
- Maintain accurate records of student interactions, including event attendance and Residents of Concern, and liaise with Student Support Services as required.
- Manage stock levels, ensure adherence to relevant processes, and address non-compliance using stock reports.

Internal and External Relationships

- Represent the department within University-wide groups to promote its interests and share best practice.
- Collaborate with other Assistant Managers to deliver a smooth and effective service for all customers.
- Seek feedback from internal and external customers on goods and services.
- Coordinate with departmental finance and Print Services regarding expenditure and collateral.
- Engage with student bodies, committees, and societies.
- Liaise with Operational and Systems Teams to assess opportunity viability.
- Work with other University services and support teams, including Welfare, Wellbeing, AccessAbility, Chaplaincy, Sports and Recreation, and the Students' Union.
- Communicate with staff at nominated accommodation sites.





Planning and Organising

The role demands strong planning and organisational skills:

- Monthly planning and delivery of the residence social engagement calendar.
- Monthly scheduling and execution of proactive support and engagement campaigns.
- Weekly organisation of reactive support activities.
- Anticipating periods of high demand and ensuring suitable provision is in place.

The post holder must:

- Plan and coordinate individual and team activities to meet overall objectives.
- Monitor and contribute to personal targets and KPIs.
- Prioritise and manage their own workload effectively to ensure that requirements are met for multiple projects, campaigns and student support activities.

Qualifications, Knowledge and Experience

Essential

- GCSE or equivalent vocational qualification, plus significant experience in a relevant role.*

Or:

- Significant experience working in an equivalent or similar Residence Life or community engagement related function. *

With:

- Experience in delivering engagement programmes for developing community. *
- Experience providing support, advice and guidance to individuals and groups
- Excellent knowledge of University support processes.
- Experience of delivering projects. *
- Experience in handling small budgets and following financial procedure*
- Experience of utilising digital or multimedia communication channels.*
- Previous experience in a supervisory or management role*

Desirable

- First aid and mental health first aid qualifications.
- Work experience gained in further or higher education.*





- Understanding of relevant policies and legislation including UUK Code for accommodation

Skills, Abilities and Competencies

Essential

- 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 work independently and to use initiative in identifying communication needs and developing solutions.*
- Strong analytical and numeracy skills.
- A commitment to your own continuing professional development.

****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 [enter level of disclosure].

Information received from the DBS and the police will be kept in strict confidence and will be destroyed once the University is satisfied in this regard.

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

Freedom of Speech

The University is committed to upholding freedom of speech and academic freedom within the law throughout our recruitment processes. We ensure that all candidates are considered based on merit and suitability for the role, without regard to their lawful viewpoints or the expression of challenging or controversial ideas. Our recruitment policies and practices are designed to protect applicants from discrimination or adverse treatment on the basis of their opinions, and to foster an environment where open debate and diverse perspectives are valued as essential to our academic mission.

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.

