



**Job Title:** Assistant Manager (Wellbeing and Engagement)  
**Grade:** 5  
**Salary:** £26,038 to £30,505 per annum, pro-rata if part-time  
**Department:** Estates and Campus Services  
**Hours/Contract:** Full-time or job share, permanent  
 Core Hours will be flexible between 8am to 1pm Monday to Sunday  
 Evening work, additional weekend days, and sharing cover for closure days, will be dependent on business and operational need at key times.  
**Reference:** 10890

## Role Purpose

You will co-ordinate and deliver the Residence Life activity within Estates and Campus Services to encourage participation in the programme, and to signpost and facilitate suitable support services. To communicate effectively with staff, customers, and ensuring the customer service levels of the team are maintained at the City and the Village.

You will share leadership and supervision of the Residence Life team, in the day-to-day operations of the wider team, to support with welfare, admin and event activity.

## Resources Managed:

- A budget to support Residents' Life activities, including responsibility of a purchasing card
- Event and support collateral, websites and social media accounts.
- 2 Duty Managers
- 47 Residential Advisors and Team Leaders

Main Duties and Responsibilities	% Time
<ul style="list-style-type: none"> <li>• Provide effective leadership and supervision of the Residence Life team. Supervisory responsibilities include allocating and monitoring work processes, assisting with the recruitment and selection of new staff as a panel member or chair, carrying out appraisals, managing performance and arranging training. Providing leadership through competency, integrity, motivation, and inspiration to team members</li> </ul>	20
<ul style="list-style-type: none"> <li>• You will deliver an extensive range of Residence Life activities, including:               <ul style="list-style-type: none"> <li>○ The residence life social and engagement calendar, including taking a lead on developing the content and ensuring that all events are appropriately advertised, delivered to a high standard, and risk assessed.</li> <li>○ Contributing to the month-on-month planning development and delivery of the residential arrivals, induction process and student facing communication campaigns.</li> <li>○ Participate (physical and virtual) at events such as Open Days, Visit Days, exhibitions and other opportunities to promote accommodation and commercial opportunities and, where appropriate, Estates and Campus Services more broadly.</li> </ul> </li> </ul>	10





<ul style="list-style-type: none"> <li>○ Contributing to, developing and supporting the marketing campaigns.</li> <li>○ Deliver presentations and Welcome Talks</li> <li>● You will supervise and deliver an extensive range of Residence Life Support activities, including: <ul style="list-style-type: none"> <li>○ Following a programme for regular proactive contact with residents following in line with our Let's Catch-up Agenda.</li> <li>○ Reactive support to residents' concerns and queries, providing advice and guidance where required or escalating to specialised departments as required by our Support Pathway.</li> <li>○ Behaviour and conduct concerns are investigated and appropriate sanctions provided in line with our Support pathway.</li> <li>○ Ensuring University policies are met. Following guidance to complete tasks such as carrying out PEEPs and risk assessments</li> </ul> </li> <li>● Provide day-to-day operations and activities of the wider Residence Life and Commercial Services Team as part of a wider management team, providing line management, operational and welfare support.</li> <li>● Undertake new projects as identified by the Campus Services leadership team.</li> <li>● Monitor market research to inform future developments within the Service and analyse this data to support an improved financial return or deliver a better service. The market research is likely to include, but is not limited to, online surveys, focus groups and one on one interviews.</li> <li>● Prepare and maintain records on student interactions including student visits, event attendance, and Residents of Concern, using existing systems. Attending Residents of Concern meetings and liaising with Student Support Services.</li> <li>● Monitor and define stock levels, ensuring that others follow relevant processes; utilise stock reports for audit trails.</li> </ul>	<p>30</p> <p>5</p> <p>5</p> <p>5</p> <p>20</p> <p>5</p>
<b>Internal and External Relationships</b>	
<p>Participate as a member of university-wide groups as required to ensure the interests of the department are appropriately represented and good practice is shared</p> <p>Work alongside other Assistant Managers to ensure a smooth, efficient and relevant service to all of our customers.</p> <p>External and internal customers to gain feedback about goods and services</p> <p>Departmental finance to agree on expenditure for collateral and services.</p> <p>Print Services for collateral</p> <p>Student bodies, committees and societies</p> <p>Operational and Systems Teams to ensure opportunities are appropriate and viable.</p>	





Other University Professional Services and Student Support teams including Welfare, Wellbeing, AccessAbility, Chaplaincy, Sports and Rec, and Students' Union.

Staff at accommodation where we have nominations agreement.

## Planning and Organising

The role requires high levels of planning and organisation:

- Monthly planning of a diverse social engagement calendar for residences.
- Monthly planning and delivery of proactive support and engagement campaign delivery.
- Weekly planning of reactive support
- Pre-empting peak demands on the service and ensuring that appropriate provision has been made

The post holder will need to:

- Plan individual and co-ordinate team activities in line with overall objectives.
- Contribute to, and monitor, personal objectives and KPIs.
- Plan and prioritise own workload 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 work experience in a relevant role\*

*Or:*

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

*Plus:*

- 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 Enhanced disclosure with Child Workforce and Child's Barred List.

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 expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

## 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 equity 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 equity, diversity and inclusion.

