

**Job Title:** Residence Life Manager  
**Grade:** 7  
**Salary:** £39,906 to £46,049 per annum  
**Department:** Estates and Campus Services  
**Hours/Contract:** Full time or job share considered, Permanent  
**Job Family:** Management and Administration  
**Reference:** 12707

## Role Purpose

To lead the Residence Life team and manage their continuing development in close partnership with the Accommodation Manager and in line with the broader divisional strategy.

Ensure professional delivery and development of services relating to all student facing operations whilst demonstrating innovation, effectiveness, and positive returns.

Supporting students' transition into University accommodation and creating an engaged community with clear signposting to support services across the institution.

Oversee and manage the Residence Life team's daily operations, ensuring effective student welfare support, administrative processes and delivery of the residence life calendar.

## Resources Managed

The Residence Life Manager is responsible for the line management of the Residence Life Assistant Managers of whom manage teams consisting of circa 60 members of staff.

Responsible for the monitoring of departmental budgets.

## Main Duties and Responsibilities

- To lead and manage the Residence Life team within Campus Services, developing the team to improve performance and capability to deliver effective and efficient services to meet the current and future needs of students
- To provide effective leadership to the Residence Life Assistant Managers. Responsibilities include allocating and monitoring work processes, recruitment and selection of staff, carrying out appraisals, managing performance and identifying training opportunities for the team
- To provide an overview and identify development opportunities to increase the overall student experience in university-managed accommodation through the residential life programme
- To have an overview of the student journey in its entirety and ensure all events are managed and delivered to a high standard. Key events include open days, offer holder days, student arrivals, welcome events and departures





- Responsible for managing budgets across the key areas and reviewing opportunities to improve budget efficiency. Ensure all departmental financial processes and procedures are efficient and in accordance with University Financial Regulations
- Act as a point of escalation for internal and external customer complaints, particularly around student conduct and compensation. Engage with Student Support Services and Security Teams and be involved in wellbeing and conduct cases when required
- To contribute and provide insight into the operational preparedness for future business plans
- To attend the University's risk management board, Cause for Concern
- On behalf of the Accommodation and Residence Life team, lead the team and assist with the University's key events such as Offer Holder Days, Open Days and Clearing when required
- To be part of an on-call incident management rota to deal with emergencies across the University estates
- To deputise for the Head of Accommodation and Revenue

### Internal and External Relationships

- Working with the Head of Accommodation and Revenue to support the operational delivery of services
- Working with the Accommodation Manager to drive revenue and realize cost savings through student accommodation
- Colleagues across the wider Campus Services Teams to ensure operational delivery
- Internal stakeholders and customers to provide effective support
- External guests, visitors and customers
- External and Internal suppliers

### Planning and Organising

- Planning own workload dependent on business needs and the lifecycle of events and Campus Services
- Managing projects over a number of months with defined outcomes
- Working with customers and stakeholders in the planning of events and operations across campus.





## Qualifications, Knowledge and Experience

### Essential

- Degree level in a related field or significant relevant vocational experience working at a management level\*
- Similar work in a relevant establishment\*
- Previous experience managing successful teams and projects\*
- Experience of budget management and financial awareness\*
- Previous experience implementing and delivering operational systems\*
- Computer skills and familiarity with Microsoft Office and other databases\*

### Desirable

- A management qualification
- Experience of working in a Higher Education environment
- Experience of managing large teams, implementing and improving operational processes whilst building and influencing positive relationships

## Skills, Abilities and Competencies

### Essential

- Ability to demonstrate behaviours that are in accordance with the University values of inclusive, inspiring and impactful
- The ability to provide inspirational leadership and to motivate teams within the multifunctional environment: creating a positive working environment which encourages staff development and optimum staff performance
- The ability to adapt to fast changing environments
- Strong outcome focused, with both student experience and commercially informed judgment
- The capacity to contribute to and implement change to service functions and the ongoing monitoring of improvements within the service\*
- Excellent interpersonal skills with students and staff, internal and external stakeholders
- The ability to think strategically and laterally
- An energetic, robust and resilient approach
- Commitment to diversity and promoting equal opportunities
- Ability to work well under pressure and to tight deadlines to meet agreed targets
- Ability to manage a broad range of projects at any one time with the ability to prioritise and delegate when required
- Excellent communication, interpersonal and negotiation skills





- Strong team player
- Ability to negotiate with and influence people with whom there are no line management responsibilities (including those in external organisations) to seek improvements to current service delivery

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

## Criminal Declaration and Disclosure and Barring Service

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.

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.

