



**Job Title:** Residential Life Team Leader  
**Grade:** 3  
**Salary:** £23,593 - £24,250 pa, plus Lower Shift Allowance  
**Department:** Campus Services  
**Hours/Contract:** 35 hrs/wk, Permanent Full Time Contract  
**Job Family:** Community & Ops  
**Reference:** 11559

### 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





<p>response to something which happens on shift. Supervision of the team will typically involve ensuring that they follow pre-defined procedures.</p> <ul style="list-style-type: none"> <li>To participate in the allocations process in order to place residents into appropriate rooms. As well as play an active role in the arrivals process. This will involve ensuring a consistent arrivals experience for all residents regardless of when and where they arrive. This will be achieved through managing the team to predefined standards.</li> <li>To provide continuity between shifts by providing comprehensive, in-person briefings to the Residential Advisors.</li> </ul>	<p>5</p> <p>5</p>
<p><b>Internal and External Relationships</b></p> <ul style="list-style-type: none"> <li>Helpdesk Operators</li> <li>Residential Advisors and Residential Advisor Team Leaders</li> <li>Assistant &amp; Duty Managers</li> <li>Portering team</li> <li>Leicester Conferencing team</li> <li>Hospitality</li> <li>Residential Facilities teams</li> <li>Contractors and other suppliers</li> <li>Contribute to Campus Services' involvement in Open Days, Offer Holder Days and other student recruitment opportunities</li> <li>With clerical team to raise purchase orders, expense claims etc., assist with solutions to problems and allocation of work</li> <li>External and internal customers to gain feedback about goods and services</li> </ul>	
<p><b>Planning and Organising</b></p> <ul style="list-style-type: none"> <li>Ensure that allocated work within the Helpdesk and Residential Advisor teams is carried out effectively.</li> <li>Contribute to the planning of major activities within Campus Services, including arrivals and allocations.</li> <li>Work with colleagues from the Facilities team, Estates and external contractors to ensure the smooth delivery of planned and reactive maintenance programmes.</li> </ul>	
<p><b>Qualifications, Knowledge and Experience</b></p> <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Strong customer service background*</li> <li>Demonstrable expertise in handling difficult situations*</li> <li>Proven experience in handling customer feedback*</li> <li>Basic understanding of relevant policies and legislation.</li> </ul>	





**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.

