

Job Title:	Duty Manager, (Wellbeing and Engagement)
Grade:	4
Salary:	£24,250 – £26,338
Department:	Estates and Campus Services
Hours/Contract:	Full time / Permanent Core Hours will be flexible between: 0800 – 2200 hours Monday – Sunday Evening work, additional weekend days, and sharing cover for Closure days, will be dependent on business and operational need at key times.
Job Family:	Community & Operational
Reference:	12082

Role Purpose

To supervise and support the day-to-day operations of the Residential Life staff by planning and organizing work, directing staff and overseeing the allocation of physical resources. To communicate effectively with staff and with customers and ensuring customer service levels are maintained at The City and The Village.

The standard of customer services provided in accommodation plays an important part in shaping the reputation and commercial performance of the department and contributes to the overall student experience. This role will therefore be crucial to the department's success in the future.

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 accommodation and facilities.

- The post holder will be required to work within prescribed budgets to support Resident's Life activities
- Event and support collateral, websites and social media accounts
- 47 Residential Advisors and Team Leaders

Main Duties and Responsibilities	% Time
<ul style="list-style-type: none"> • 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 	20
<ul style="list-style-type: none"> • You will support the delivery of an extensive range of Residence Life activities, including: <ul style="list-style-type: none"> ○ 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. 	20





<ul style="list-style-type: none"> ○ Contributing to the month-on-month planning development and delivery of the residential arrivals, induction process and student facing communication campaigns. ○ 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. ○ Contributing to, developing and supporting the marketing campaigns. <ul style="list-style-type: none"> • Ensure optimal service delivery through efficient and effective planning, prioritisation and allocation of staff and physical resources, including identifying and organising overtime needs. Provide clear communication, instructions and information to staff and/or customers to enable optimal service delivery. • You will support the delivery of an extensive range of Residence Life Support activities, including: <ul style="list-style-type: none"> ○ Following a programme for regular proactive contact with residents following in line with our Let's Catch-up Agenda. ○ Reactive support to residents' concerns and queries, providing advice and guidance where required or escalating to specialised departments as required by our Support Pathway. ○ Behaviour and conduct concerns are investigated and appropriate sanctions provided in line with our Support pathway. ○ Ensuring University policies are met. Following guidance to complete tasks such as carrying out PEEPs and risk assessments where needed. • Ensure Health and Safety requirements are met. This will include the production and review of Standard Operating Procedures. Prepare and/or maintain records and documentation relating to personnel instructions, investigations and incident/accident reports • Promote a positive image of the Section, Division and University at all times and ensure team members treat others with respect and dignity by acting as a role model and providing training. • 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. • Delivery of a range of administrative services in support of existing systems and processes to maximise service quality and continuity. • Manager and define stock levels, ensuring others follow relevant processes; utilise stock reports to check non-compliance and take appropriate action to 	<p>20</p> <p>10</p> <p>5</p> <p>15</p> <p>5</p> <p>5</p>
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Internal and External Relationships

- Work alongside the Assistant Managers to ensure a smooth, efficient and relevant service to all of our customers.
- Student Recruitment team in order to ensure that the accommodation is in prime condition to support the University's student recruitment activities e.g., Open Days.
- Support the Assistant Managers when engaging with university wide committees and groups as required to ensure the interests of the department are appropriately represented and good practice is shared.
- Where appropriate, represent the University at external sector business development groups.
- Other University Professional Services and Student Support teams including Welfare, Wellbeing, AccessAbility, Chaplaincy, Sports and Rec, and Students' Union.
- Clerical team to authorise purchase orders, expense claims etc., assist with solutions to problems and allocation of work.
- External and internal customers to gain feedback about goods and services

Planning and Organising

The role requires high levels of planning and organisation:

- Scheduling and allocation workload.
- Pre-empting peak demands on the service and ensuring appropriate provision has been made.
- Contributing to planning of resident intakes.
- Meetings with customers e.g., residents to gain feedback.
- Assist with the monthly planning of a diverse social engagement calendar for residences.
- Assist with the monthly planning and delivery of proactive support and engagement campaign delivery.
- Weekly planning of reactive support

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

- G.C.S.E. or equivalent vocational qualification, plus 2-3 years' work experience in a relevant role*

Or:

- Significant experience working in an equivalent or similar supervisory or management role. *

Plus:

- Experience in delivering engagement programmes for developing community. *
- Experience providing support, advice and guidance to individuals and groups
- Experience of utilising digital or multimedia communication channels. *
- Experience within a customer focused environment. *

Desirable

- Previous experience in providing support in a higher education environment
- Knowledge or previous experience of dealing with Safeguarding issues.
- First aid and mental health first aid qualifications.

****Criteria to be used to shortlist candidates for interview***

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. *

****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 Child Barred 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

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.

