



Job Title:	Duty Manager, (Revenue & Admin)
Grade:	4
Salary:	£24,250 – £26,338
Department:	Estates and Campus Services
Hours/Contract:	Full time / Permanent 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:	12075

Role Purpose

To supervise and support the day-to-day operations of the Residential Life & Commercial 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 and conferences 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 conference facilities.

- The post holder will be required to work within prescribed budgets
- Diary co-ordination for bedrooms, social spaces and other sellable spaces.
- 4 Team Leaders
- 24 Help Desk Operators

Main Duties and Responsibilities	% Time
<ul style="list-style-type: none"> • Provide effective leadership and supervision of the Accommodation 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 co-ordination of an extensive range of administrative duties, including: <ul style="list-style-type: none"> ○ Ensuring appropriate cover of reception desks across our site, ensuring staff are trained and competent in delivering excellent face-to-face, 	20





<p>telephone and email customer services. Providing access to data and knowledge to enable staff to signpost department and facilities.</p> <ul style="list-style-type: none"> ○ Leading post systems, bus passes and keys hand out processes for residents and staff/contractors in Halls to ensure a smooth and auditable process, suggesting ways to improve all set processes. ○ Following procedures and policies to manage accommodation contracts, cancellations, room transfers and queries efficiently. Maintaining compliance with GDPR regulations and escalating contract issues to Manager, set out in the process. ○ Taking enquiries from guests for accommodation and allocating them into our systems. ○ Supervise the arrivals of students, guest accommodation and conference guests (Check ins) on a daily basis, and during our main arrivals periods. ○ Administering the on-line delegate management system (Shop@le), providing excellent customer service, producing financial, and delegate reports. ○ Provide support for complaints that come into the team, responding where necessary and escalating to Manager, set out in the process. ○ Reporting on financial and occupancy data. 	
<ul style="list-style-type: none"> ● Provide day-to-day support for operations and activities of the wider Residential and Commercial team as part of a wider management team, providing line management, operational and welfare support. <ul style="list-style-type: none"> ○ Ensuring the effective delivery of events and conferences, working alongside Operational colleagues in Campus Services and other University teams. 	20
<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. 	10
<ul style="list-style-type: none"> ● 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 and investigations. 	5
<ul style="list-style-type: none"> ● 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. 	15
<ul style="list-style-type: none"> ● 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. 	
<ul style="list-style-type: none"> ● Delivery of a range of administrative services in support of existing systems and processes to maximise service quality and continuity. 	5





<ul style="list-style-type: none"> Monitor market research to inform future developments within the Service and analyse this data to feed 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. <p>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, Campus Services more broadly.</p>	5
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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.
- 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.
- Organise the reporting of financial and student data

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 revenue and office administration related function. *

Plus:

- Experience of delivering projects. *
- Experience providing support, advice and guidance to individuals and groups
- 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.

****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. *
- Ability to develop positive relationships with stakeholders and deliver joint projects. *

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

Criminal Declaration

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.

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.

