



**Job Title:** Residential Life Assistant Manager (Revenue and Administration)  
**Grade:** 5  
**Salary:** £26,038 to £30,505 per annum  
**Department:** Estates and Campus Services  
**Hours/Contract:** Full time, Permanent  
**Job Family:** Management and Administration  
**Reference:** 11062

### Role Purpose

You will co-ordinate and deliver the administration and activity relating to revenue within Estates and Digital Services to support our income targets are being met, assets are utilised effectively and the department run smoothly, effectively and compliantly.

To communicate effectively with staff, students and with customers and ensuring the customer service levels of the team are maintained within our Oadby Village and City locations.

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

- Diary co-ordination for bedrooms, social spaces and other sellable spaces.
- A small budget for office supplies and collateral.

### Main Duties and Responsibilities

- 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
- You will co-ordinate an extensive range of administrative duties, including:
  - Ensuring appropriate cover of reception desks across our site, ensuring staff are trained and competent in delivering excellent face-to-face, telephone and email customer services. Providing access to data and knowledge to enable staff to signpost department and facilities.
  - 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.
- 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.
  - Ensuring the effective delivery of events and conferences, working alongside Operational colleagues in Campus Services and other University teams.
- 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.
- 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.

## Internal and External Relationships

- 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
- Work alongside other Assistant Managers to ensure a smooth, efficient and relevant service to all of our customers.
- External and internal customers to gain feedback about goods and services
- Departmental finance to agree on expenditure for collateral and services.
- Wider Estates and Digital Services colleagues for event support
- Student bodies, committees and societies
- Marketing & External Relations
- Operational and Systems Teams to ensure opportunities are appropriate and viable.
- 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 coherent and consistent operational plan.
- Weekly and monthly planning and delivery of event activity.
- 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 communications for different audiences.
- Organise the reporting of financial and student data.
- Presence (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.

## Qualifications, Knowledge and Experience

### Essential

- G.C.S.E. or equivalent vocational qualification, plus work experience in a relevant role\*

*Or:*

- Significant experience working in an equivalent or similar revenue and office administration related function. \*

*Plus:*

- Excellent customer service skills and knowledge\*
- Excellent knowledge of University support processes.
- Experience of delivering projects. \*
- Experience in handling small budgets and following financial procedure\*
- Experience of delivering projects. \*
- Previous experience in a supervisory or management role\*
- Experience in managing conferences and events

### Desirable

- Work experience gained in further or higher education.





## 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.\*
- Strong interest in commercial sales\*
- Ability to work independently and to use initiative in identifying communication needs and developing solutions.\*
- Ability to develop positive relationships with stakeholders and deliver joint projects\*
- Strong analytical and numeracy skills.
- A commitment to your own continuing professional development.

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

## Additional Screening Requirements

Core hours will be flexible between 08:00 – 18:00.

It is expected that one weekend day in four will be worked.

Evening work, additional weekend days, and sharing cover for Closure days, will be dependent on business and operational need at key times.

## 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 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.

