

**University of Derby Job Description**

# **Job Summary**

## **Job Title**

Hall Manager

## **College/Department**

DSRL

## **Location**

Agard Court, Derby

## **Job Reference Number**

0648-21

## **Salary**

£28,120 to £30,914 per annum

## **Reports To**

Operations Manager

## **Line Management Responsibility**

Yes

# **Job Description and Person Specification**

## **Role Summary**

To oversee the effective day-to-day management of one of the University halls of residences, providing excellent customer service and ensuring that halls are a positive experience for students whilst supporting their needs within the framework of company policies and procedures. Responsible for managing a Halls of Residence and a team of staff (including recruitment of new colleagues, hosting meetings and performance management).

## **Principal Accountabilities**

1. To manage a Hall of Residence and allocate staff resources to undertake the day to day management of Halls of Residence in line with the DSRL Halls Policies, Procedures, Guidelines and Letting Agreement
2. To ensure a customer focused and positive experience for all students residing in DSRL Halls of Residence upholding the Universities Values and Behaviours.
3. To improve all students’ Halls of Residence experience through proactive, continual improvement of site facilities and site operational activities.
4. To thoroughly investigate any student complaints within agreed timescales and provide appropriate responses advising students of actions taken and the reasons for those actions, where necessary to refer matters to the Customer Services Manager.
5. To ensure effective liaison and collaboration with third party contractors to ensure that DSRL residential accommodation is suitably maintained and provides a positive experience for students residing there.
6. To recruit, select and train the Residential Assistant, Cleaning, Caretaking and Security Teams in conjunction with the Customer Services Manager and Operations Manager.
7. To line manage, motivate, support and develop a Hall’s staff team to maximise their performance in delivering their responsibilities and objectives.
8. To liaise with the Operations Manager and other Senior Management Team members to ensure adequate resources are provided to meet the needs of students whilst residing in DSRL Halls of Residence.
9. To ensure compliance with Company Health and Safety Policies undertaking and maintaining risk assessments, Health & Safety audits and incident/accident investigations.
10. To organise monthly site staff meetings and circulate minutes of these meetings to staff and senior management.
11. To liaise with the Student Housing Centre staff through the Customer Services Manager to support the maximisation of operational use of the automated Halls Administration system (currently RMS).
12. To be a member of the DSRL Critical Incident Team, assuming a responsibility for holding the critical incident phone and responding to emergency situations.
13. Through DSRL Finance Office and Operations Manager monitor Halls expenditure, support the chasing of debtors, identify site improvements schemes and deliver business cases to support initiatives. Ensure expenditures are made in line with University finance regulations, including use of purchase cards.
14. To liaise with University Specialist Support team in connection with students’ health and welfare ensuring appropriate support is delivered to minimise the impact on all students.
15. To participate in Open Days, Welcome / Outtake Weekends and the arrival / departure of cohorts of students.
16. Manage out-of-term Halls activity, including conferencing.
17. Undertake any other duties or projects as required and commensurate with the post.

## **Person Specification**

### **Essential Criteria**

#### Qualifications

* Relevant degree (or equivalent qualification) or comparable knowledge gained through experience

#### Experience

* Proven track record of working within a customer service oriented environment (preferably in a University or accommodation environment)
* Demonstrable experience of managing a team
* Experience of incident investigation and reporting
* Experience of dealing with difficult situations through mediation and conflict management

#### Skills, knowledge & abilities

* Understanding and knowledge of Equality and Diversity
* Proven track record of successfully dealing with difficult situations
* Excellent customer service and people management skills; including effective delegation tactics
* Strong interpersonal skills, communication and presentation skills
* Excellent organisational, time management and prioritisation skills
* Excellent problem solving skills
* IT Literate
* Ability to handle confidential information
* Pro-active, flexible, innovative and ready to make an impact

#### Business requirements

* Willingness and flexibility to travel between other University sites and location (as required, with prior notice)
* Flexible approach to working hours, including some weekend and evening working

### **Desirable Criteria**

#### Qualifications

* IOSH qualification
* First Aid qualification
* Customer service qualification

#### Experience

* Background within Facilities or Hall of Residence (or similar)
* Experience and knowledge of dealing with welfare issues (ideally with young adults)

#### Skills, knowledge and abilities

* Appreciation of the student life-style
* Empathetic, approachable and inspirational

# **Benefits**

As well as competitive pay scales, we offer generous holiday entitlement. We also offer opportunities for further salary progression based on performance, and the opportunity to join a contributory pension scheme.

The University of Derby is committed to promoting equality, diversity and inclusion. However you identify, we actively celebrate the knowledge, experience and talents each person brings

For more information on the benefits of working at the University of Derby go to [the Benefit pages of our website.](https://jobs.derby.ac.uk/display.aspx?id=1912&pid=0&tabId=230)