

**University of Derby Job Description**

# **Job Summary**

## **Job Title**

Deputy Hall Manager

## **College/Department**

DSRL (Student Living)

## **Location**

Derby – various locations

## **Job Reference Number**

0650-21

## **Salary**

£21,007 to £22,627 per annum

## **Reports To**

Halls Team Manager

## **Line Management Responsibility**

No

# **Job Description and Person Specification**

## **Role Summary**

The purpose of this role is to assist the Operations Team in the day-to-day provision of management services in DSRL Halls of Residence. This post plays a key role in ensuring the accommodation meets the needs and demands of University of Derby students utilising excellent customer service to deliver a positive student experience.

## **Principal Accountabilities**

1. To support and provide relief management cover for Halls/Residential Managers across the DSRL accommodation portfolio.
2. To assist in the effective recruitment, selection, training and appraisal of residential staff
3. To support the induction and management of the sites’ Residential Assistants, cleaning, caretaking, security teams within DSRL managed Halls/Residences, Housing Centre administration staff, social representatives, etc.
4. To ensure a customer focussed and positive experience for all students residing in Halls or considering residing in Halls.
5. To be responsible for identified Health and Safety matters across the Halls and ensure appropriate statutory compliance.
6. To participate in the effective liaison and collaboration with third party contractors to ensure that DSRL residential accommodation is suitably maintained and provides a positive experience for students.
7. To support the Operations Management Team in ensuring compliance with company Health and Safety policies. Contributing to and maintaining risk assessments, health and safety audits, corrective actions plans and incident/accident investigations. (note this is in line with point 12)
8. To deputise for and support Hall Managers in maintaining exemplary standards of accommodation through regular flat checks and maintenance visits, reporting on and ensuring completion of works that emanate from those checks and visits
9. To assist with open days, personal tours and welcome/Outtake weekend, the arrival and departure of student cohorts from Halls of Residence.
10. To support Hall Managers with both staff and student disciplinary investigations.
11. To thoroughly investigate any student complaints within agreed timescales and provide appropriate responses advising them of action taken
12. To assist with serious and critical incidents that occur within halls in line with UoD and DSRL policies, procedures and protocols and hold the DSRL Critical Incident phone as part of the rota.
13. To liaise with the Wellbeing Team regarding matters of students’ health and welfare, ensuring access to appropriate support is delivered and promoting positive outcomes for students.
14. To assist with out-of-term Halls/Residential activity, including conferencing and room management.
15. To carry out any other reasonable duties as identified by the Operations Manager and Halls Team Managers, including ad hoc cover duties at other DSRL accommodation.
16. To support with events in conjunction with the social reps/Residences Life Co-ordinator and via posts on social media and to assist with the administration of Halls Facebook pages.
17. To assist with all reception and office administration duties and pc-based systems.

## **Person Specification**

### **Essential Criteria**

#### **Qualifications**

* Educated to A-level standard or equivalent experience gained through employment

#### **Experience**

* Proven record of working in a customer service oriented environment
* Understanding of and commitment to equality and diversity

#### **Skills, knowledge & abilities**

* Excellent customer service skills
* Excellent interpersonal skills
* Excellent problem solving and organisational skills
* Ability to prioritise and make decisions to deadlines
* Broad range of IT skills
* Excellent written and verbal communication skills
* Ability to handle confidential information

#### **Business requirements**

* Willingness and ability to travel between other sites and locations as required
* Flexible approach to working hours, including some evenings & weekends
* Upholding the values and behaviours of DSRL and the University of Derby

### **Desirable Criteria**

#### **Qualifications**

* IoSH qualification
* First Aid Qualification
* Customer Service qualification

#### **Experience**

* Direct line management experience
* Experience of dealing with welfare issues, ideally with young adults
* Experience of dealing with difficult situations through mediation and conflict management
* Appreciation of the student life-style

#### **Business requirements**

* Hold full valid driving licence

# **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)