

JOB DESCRIPTION

Job Title:	Accommodation Welfare Manager (night)	Grade:	SG7
Department:	Directorate of Student and Academic Services (SAS)	Date of Job Evaluation:	August 2023
Role reports to:	Head of Accommodation Services	Soc Code:	N/A
Direct Reports	Accommodation Welfare Officers (or similar)		
This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.			
Note that the working hours for this role will be between 6pm and 6am, throughout the week, rota dependent.			

PURPOSE OF ROLE:

The purpose of this role is to further enhance the Accommodation Service by supporting our residential community on key nights of the week, ensuring that there is a member of the Accommodation Services team available to respond to, and support residents through any incidents that may occur throughout the night, as well as helping to further build a community by proposing and leading on Residential Life (ResLife) activities during the evenings.

The Post-holder will:

- Support the Accommodation Services Management team in the delivery of a quality frontline accommodation service appropriate to the needs of students.
- Support in recruitment of a new Accommodation Welfare Team.
- Manage an Accommodation Welfare Team to successfully provide support to university residents during the night throughout the week ensuring that KPI's are achieved.
- Monitor the success of night-time initiatives in improving the experience of residents.
- Support residents by acting as a first response to any incidents that occur throughout the night with the support of Security and Resident Assistants, as necessary.
- Under the direction of their manager, take responsibility for ensuring that discipline, welfare, and pastoral care issues within the residences are addressed in order to establish and promote a residential environment conducive to study.
- Work collaboratively as a team member and take an active role in the development, delivery, and evaluation of the service.
- Support campus accommodation teams in responding to general enquiries from students via email, phone, and in-person

- Assist in providing physical triage support at each campus as required.
- Assist with annual leave cover at campus as required.
- Support with running of Accommodation ResLife events throughout the evening.
- Submit reports and data on office activities to the Accommodation Management team and other relevant staff as required.
- Will require excellent organisational and diplomatic skills and be committed to the best practice regarding customer care. Engage in problem solving, the establishment of good communities and the resolution of conflict and dispute.

KEY ACCOUNTABILITIES:**Specific:**

- Ensure that the general administrative tasks within the Accommodation Service are undertaken.
- Provide written, telephone and face to face support to students and staff in matters relating to student accommodation.
- Assist with the preparation for the arrival and departure of students.
- Provide signposting and support for students with welfare concerns and problems within their accommodation, liaising with necessary support agencies both internal and external where it is appropriate to do so.
- Maintain an awareness of the standards set by the Accreditation Network UK (ANUK) of which the University is a signatory and report any apparent breaches by internal or external providers of accommodation to the Accommodation Services Manager.
- Liaise with internal and external providers of halls of residence at the Greenwich Campus and other interdepartmental offices as required regarding issues with the facilities, cleanliness, maintenance, etc.
- Assist in team projects implemented to support the strategic direction of the service.
- Undertake patrols of the campus during working hours, where necessary.
- Manage anti-social behaviour proportionally and appropriately and escalate as necessary.
- Respond to Resident wellbeing concerns and escalate as necessary.
- Be a positive influence in building a sense of community on campus.
- Provide a visible presence, reassurance, and assistance in order to create a safer, more pleasant living environment within our communities.

- Work closely with RA's and Accommodation Services Team to ensure that there are a range of activities for residents to take part in outside of normal work and study hours.

Generic:

- Promote a culture of continuous quality improvement and appropriate standards in all aspects of service delivery to ensure high levels of student satisfaction which will include advising on and promoting regular opportunity for service user feedback.
- Provide information and support to students, face to face.
- Undertake other appropriate duties as requested by the Line Manager
- The post-holder will contribute to the development of services and work with other key stakeholders to ensure that services to students are aligned as necessary to enhance the student experience.
- The post-holder will be required to take an active role in SAS Staff Development activities and help raise the profile of SAS as a professional, innovative, and efficient service.

Managing Self:

- Be self-motivated with the ability to work on own initiative as necessary.
- Be flexible and adaptable in all working practices to ensure the efficient undertaking of core Accommodation Service activities.
- Be able to work under pressure and prioritise tasks.
- Work cooperatively within a team environment.
- Manage workload in accordance with departmental needs, requirements of the university's calendar.
- Stay abreast of developments in the Higher Education student housing sector.
- Seek and take advantage of professional development opportunities and attend meetings and conferences where it is considered beneficial to the role and service as a whole.

Core Requirements:

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security.
- Ensure compliance with Health & Safety and Data Protection Legislation.
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the

shared responsibility of minimising the university's negative environmental impacts wherever possible.

- Be aware of and adhere to the university's GDPR and confidentiality policies, ensure that information and incidents are treated sensitively, and ensure that your team follow guidance and expectations at all times also.
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that Accommodation Services delivers the required level of service.

This post requires a DBS (Disclosure and Barring Service) check, which will be carried out after the interview. The appointment is conditional upon satisfactory clearance.

Also:

- A willingness to travel to or from any of the university's sites as necessary.
- Represent the University as required at meetings and conferences of external bodies including the Association for Student Residential Accommodation (ASRA), etc.

KEY PERFORMANCE INDICATORS:

- High levels of student satisfaction with the Accommodation Service and the residences, benchmarked within the sector.
- Compliance with standards set by the Accreditation Network UK (ANUK) of which the University is a signatory, audited at regular intervals
- Contribution to the University's student retention and student satisfaction strategies

KEY RELATIONSHIPS (Internal & External):

- University students and prospective students
- Directorate of Estates & Facilities staff

- Conference and Catering Office staff
- University Transport and Green Travel staff • Sustainability staff
- Student Wellbeing staff and Chaplaincy
- ILS staff
- Students Union
- Service providers including Glide (internet service provider for halls), RMS (Residential Management System) and Studentpad (private sector online service provider)
- Parents
- Landlords
- Neighbours
- ASRA (Association for Student Residential Accommodation)
- ANUK (Accreditation Network UK)
- Fire Brigade

PERSON SPECIFICATION	
Essential	Desirable
Experience <ul style="list-style-type: none"> • Experience in customer care/customer focussed environment. • Working with a diverse range of customers. • Experience of management in student residences with responsibilities for staff and physical resources, safety, security and customer care. • A knowledge of health and safety at work legislation • Ability to write concise, analytical reports. • Experience of interacting and dealing with members of the public 	Experience <ul style="list-style-type: none"> • Experience in Private Student Accommodation or HE environment • Experience of working with the people who have support needs.

<p>Skills</p> <ul style="list-style-type: none"> • Excellent written, verbal, oral and technology-based communication skills. • Ability to work with minimal instruction. • Excellent people skills. • Experience in recruiting and leading a successful team. • Well organised, self-motivated, self-evaluative and able to pay attention to detail. • Ability to cope with peak demand in a very busy environment. • Flexibility and adaptability • Availability at short notice <p>Qualifications</p> <ul style="list-style-type: none"> • Good standard of education or equivalent work experience • Computer literacy • Excellent organisational and time management skills <p>Personal attributes</p> <ul style="list-style-type: none"> • We are looking for people who can help us deliver the values of the University of Greenwich: Inclusive, Collaborative and Impactful 	<p>Skills</p> <ul style="list-style-type: none"> • Conflict management training or similar <p>Qualifications</p> <ul style="list-style-type: none"> • N/A <p>Personal attributes</p> <ul style="list-style-type: none"> • N/A
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