

Accommodation and Campus Life Manager

Department:	Student and Academic Services
Grade/ Salary:	Grade 7, £43,036 - £47,952 (inclusive of London weighting)
Contract Type:	Permanent
Hours:	35 per week
Location:	New Cross, London

Goldsmiths

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

As a college we are working to tackle inequality in all its forms and are working to promote equality on grounds of race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibilities. We are keen to attract candidates from diverse backgrounds who share our commitment to creating an inclusive culture in which all students and staff can thrive.

Information for candidates with disabilities can be found on our [Disability & Individual needs](#) page. We are happy to supply information in alternative formats for applicants if required. Please contact hr-recruitment@gold.ac.uk to make your request.

Department of Accommodation Services, Student Support Services

Accommodation Services is one of the professional service departments within Student Support Services and one that underpins the student journey. We aim to encourage our students to thrive at Goldsmiths, to engage with the general life of the university and in turn enhance their academic endeavours. Accommodation Services is committed to providing students with excellent customer service, providing transparent procedures and responding to customer feedback.

Accommodation Services work alongside, and in support of, the university academic departments and other professional services, to make sure every student gets the support, information and advice they need to fully engage with the university, the wider



Athena
SWAN
Bronze Award



community and their peers.

Job description

Reporting to: Deputy Head of Accommodation Services (Head of Department)
Reports: Campus Support Officers, Resident Experience Coordinators

Summary:

The Accommodation and Campus Life Manager is responsible for managing the Campus Support out-of-hours pastoral service for students at Goldsmiths, University of London, and for the student experience in our accommodation through the Residence Life programme.

The Campus Support service provides an essential service for students, actively engaging with the student community, responding to queries and incidents, and providing support, information and guidance out-of-hours, in particular those living in Goldsmiths-managed accommodation and accommodation managed by nomination/partnership providers. The team are also responsible for responding to crisis and dealing with complex cases and issues, escalating to management or signposting to other services, where appropriate. Through collaboration with colleagues and key internal and external stakeholders, the service provides a vital link in supporting students at Goldsmiths.

The role-holder will be responsible for delivering an excellent customer-focused out-of-hours service aimed at supporting the department and the wider Student Support Services at Goldsmiths, enhancing the student experience and offering support and advice with regards to a variety of student issues.

The Accommodation and Campus Life Manager will work closely with colleagues in Student Support Services (Wellbeing, Counselling, Chaplaincy and Disability Services), identifying and addressing student welfare issues.

As part of the Residence Life programme, the Accommodation and Campus Life Manager will organise and deliver our welcome events, providing advice and information to residents at all University accommodation sites and helping residents with the transition to living away from home.

Additionally, the Accommodation and Campus Life Manager will collaborate with the Student Engagement team with regard to campus-wide initiatives, bridging the gap between those living in university accommodation and those living off campus, and playing a leading role in educating students in areas such as health and safety, wellbeing, nutrition, finance, as well as bringing the pastoral and welfare elements Goldsmiths provides to the forefront of campaigns.

The role holder will be sympathetic to the needs of a diverse and multi-national student and local community and demonstrate a commitment to the highest level of customer service. They will respond to formal complaints in relation to Accommodation Services, the out-of-hours provision or the Res Life programme.

A great leader, communicator and listener, the Accommodation and Campus Life Manager will enjoy working with people, and possess the ability to make decisions and work independently with a strong focus on high quality teamwork and working across boundaries.

The role involves a dynamic and varying workload throughout the year, and it requires organisation, creativity and drive to enhance services and processes in order to deliver a high-quality student experience.

The Accommodation and Campus Life Manager be responsible for deputising for Head of Department in their absence.

During key periods of the academic and accommodation cycle there may be restrictions to annual leave, and work on weekends will be required (e.g. Open Days, Welcome Week among others). Time off in lieu will be offered.

Hours of work

Alternating weekly shifts, generally Monday to Friday 11am – 7pm and Monday to Friday 9am - 5pm, to allow for a seamless handover with the out-of-hours team. The role will also involve occasional evening work in order to facilitate the effective management of the Residence Life programme and Campus Support services operating outside of standard departmental hours.

Main duties:

- Manage the operational delivery of out-of-hours Campus Support service and the Residence Life programme
- Deliver a dynamic service and a safe, positive and inclusive student experience through improving processes and leading team members
- Responsible for the out-of-hours Duty Manager rota, acting as one of the key points of contact for escalation of incidents outside of working hours for the Campus Support Officers and Residence Life team
- Investigate and lead on discipline and other incidents in our student accommodation, in particular in relation to student mental health and discipline, referring to colleagues in Wellbeing and Disability, or escalating to the Head of Department where appropriate
- Maintain accurate records of student communications, interactions, incidents and disciplinary action through Kinetic Room Service and CRM, making sure the systems are accurately and regularly maintained
- Participate in the investigation and resolution of issues raised by residents in our accommodation, in collaboration with colleagues in Estates and Facilities and the Operations and Housing Officer
- Address and analyse patterns of unacceptable behaviour, developing strategies for dealing with them through communications, processes and the Res Life programme

- Responsible for the department's Residence Life programme and communication plan (social media, resident newsletters and other communications) ensuring it meets the needs of our diverse student community
- Responsible for managing and monitoring delegated budgets for the Residence Life programme and Resident Experience Coordinators' timesheets
- Promote the activities of Accommodation Services by working across the Student and Academic Services Directorate, and other internal and external stakeholders
- Lead on the termly room inspections of Goldsmiths-managed accommodation, coordinating all communications in relation to the inspections and their outcome
- Play a leading role in the general operations of the department, supporting the department's Strategic Objectives within the boundaries of the role
- Support the department and Student Support Services in the Fitness to Reside and Fitness to Study Policy and Procedures
- Provide regular/ad hoc reports to the Deputy Head of Department and Associate Director: Student Support Services with regards to incidents, the out-of-hours and Res Life services, events, data etc.
- Contribute to the Department's efforts and commitment to the UUK Code of Practice for Student Accommodation and any audits in relation to the Code, ensuring operations and activities with students are in-keeping with the two main codes of standards in student accommodation
- You will be based on campus, but may be required to travel to our halls
- You will be required to undertake any other duties as may reasonably be required
- Ensure that you are aware of and aligned with Goldsmiths' Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity
- At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths' Health and Safety Codes of Practice and Policy

Person Specification

Detailed below are the types of qualifications, experience, skills, and knowledge which are required of the post holder. Selection will be made upon evidence of best fit with these criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application, you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

A = Application form

C = Certificate

I = Interview

R = Reference

T = Test

P = Presentation

	Category
Essential Criteria 1 - Qualifications	
Bachelor's Degree or equivalent	A, C, I
Desirable Criteria 1 - Qualifications	
Formal qualifications in safeguarding, the provision of mental health, pastoral and/or wellbeing support, in particular to young adults	A, C
Essential Criteria 2 - Experience	
Managing operations and services, preferably in a pastoral care, welfare, residence life and/or student accommodation setting	A, I, R, P
Working in Higher Education (HE), or similar complex organisation	A, I, R
Effectively managing, motivating and leading a team	A, I, R, P
Significant experience in the provision of welfare and pastoral services, including support for people at risk to themselves or others	A, I, R
Responding to incidents, mental health crisis and safeguarding protocols, particularly in a Higher Education setting	A, I, R
Confidently and tactfully managing complex welfare or disciplinary issues	A, I, R
Managing a demanding and dynamic workload, prioritising and planning the use of resources, adapting to conflicting and changing priorities	A, I, R
Maintaining and compiling accurate records. Proficient user of Microsoft 365/Office and complex software (e.g. accommodation management)	A, R
Implementing change and improving processes, whilst ensuring policies and standards are adhered to	A, I, R
Working in a customer service-focussed environment, investigating and responding to formal complaints	A, I, R
Desirable Criteria 2 - Experience	
Event and campaign management, pref. within HE and/or residence life	A, I, R

Reviewing web and social media content, ensuring content is accessible, relevant and engaging to all student demographics	A, I, R
Managing an out-of-hours or 24/7 service	A, I, R
Managing a team of students (e.g. Resident/Student Ambassadors)	A, I, R
Essential Criteria 3 – Knowledge	
Knowledge of Higher Education and/or student accommodation sector	A, I, R
Knowledge of the Codes of Practice for student accommodation	A, I, R
A sound understanding of risk assessment and risk management	A, I, R
Desirable Criteria 3 - Knowledge	
Student Finance, funding and other support mechanisms for students	A, I
Sound knowledge of EDI legislation, policy and practices	A, I
Essential Criteria 4 - Skills	
Able to remain calm and professional in challenging situations, and to influence and negotiate in order to reach resolutions	A, I, R
Excellent communication and interpersonal skills, able to work and make decisions independently, as well as within a team	A, I, R
Committed to equal opportunities, diversity and inclusion	A, I, R
Able to convey complex information/instructions, drafting and creating newsletters and other resources to engage young people and students	A, I
Additional attributes	
Committed to confidentiality, professional boundaries and diplomacy	A, R
Reliable and punctual, with a flexible approach to working hours	A, R
Able to balance empathy with adhering to policies and procedures	A, R

Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked before the first day of appointment.

This post requires a DBS (Disclosure and Barring Service) check. The appointment is conditional upon satisfactory clearance.

For more information about the role, please contact Flora Cipullo, Deputy Head of Accommodation Services, tel. 020 7919 7192, e-mail f.cipullo@gold.ac.uk.

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Summary of Benefits

If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with comprehensive and innovative staff development and wellbeing programmes.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- Membership of USS or LPFA pension scheme, dependent upon grade
- Maternity, paternity, shared parental leave and adoption leave and pay
- Contractual sick pay provision
- Access to an Employee Assistance Programme, offering 24/7/365 confidential and free advice, support, and information service on a range of personal, family, or work-related matters.
- Free eye tests
- Cycle to work scheme
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#)
- Access to University of London facilities such as [Senate House Library](#)

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about

Thank you for your interest in working with us, we wish you all the best with your application.