Accommodation and Campus Life Manager

<table>
<thead>
<tr>
<th><strong>Department:</strong></th>
<th>Student Experience Directorate</th>
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<tbody>
<tr>
<td><strong>Grade/ Salary:</strong></td>
<td>Grade 7, £39,895 – £44,440 (incl. London weighting)</td>
</tr>
<tr>
<td><strong>Contract Type:</strong></td>
<td>Permanent</td>
</tr>
<tr>
<td><strong>Hours:</strong></td>
<td>Full time, alternating weekly shifts (11am – 7pm/ 9am - 5pm)</td>
</tr>
<tr>
<td><strong>Location:</strong></td>
<td>New Cross, London</td>
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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.

We are happy to supply information in alternative formats for disabled applicants. Please contact hr@gold.ac.uk to make your request.
The Directorate

The student experience is at the centre of everything we do here at Goldsmiths. Whether it be through our research inspired teaching, an ever innovative curriculum or vibrant extracurricular and support offering, we have an unshakeable commitment to improving the experience of our diverse population.

The Student Experience Directorate is the part of Goldsmiths Professional Services that leads on the development and provision of outstanding student facing services. The directorate is responsible for ensuring that every student at Goldsmiths has an excellent student experience.

The Directorate is made up of six areas:

1. Student Marketing & Recruitment
2. Student Administration
3. Student Support Services
4. Library Services
5. Student Engagement
6. The Careers Service

Working collaboratively the directorate aims to attract the best talent possible to Goldsmiths, to steward them through from enquiry to application and enrolment, and the subsequently into their student experience and to support them to be successful students and graduates. The team coordinates a full suite of co-curricular activities in order to develop and support our students and works in partnership with our academic departments.

The Department

Accommodation Services is one of the professional service departments within Student Support Services and one that underpins the student journey. We endeavour to engage our students on a number of levels to encourage our students thrive at Goldsmiths, 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.

The Accommodation Services team 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 community and their peers.

**Job description**

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

**The Role**

The Accommodation and Campus Life Manager role sits within Accommodation Services. Through collaboration with colleagues in the wider Student Experience Directorate departments (including Wellbeing, Engagement, Disability Services, Student Centre, among others) and key stakeholders, this role provides the vital link in supporting students at Goldsmiths, and in particular those living in Goldsmiths-managed accommodation and accommodation managed by nomination/partnership providers. This role will be directly line managing the out-of-hours Campus Support Officers and the Resident Experience Coordinators (Residence Life team) and be responsible for the delivery of the student experience within the realms of accommodation and for managing the out-of-hours pastoral service provision for students in our accommodation and off campus in order to actively engage with the student community, responding to queries, incidents and complaints, and providing support, advice, information and guidance. The role will hold responsibility for ensuring that the Residence Life team are providing and delivering a positive contribution to the improvement of support to students and the experience in student accommodation through the collection of feedback on the quality of our service (thus ensuring that the views of all key stakeholders are fully represented in everything we do). The role holder will be a great leader, communicator and listener, they will enjoy working with people, and possess the ability to make decisions, work independently - but with a strong focus on high quality teamwork - and work across boundaries. The role holder will also demonstrate a
commitment to the highest level of customer service in accordance with the Customer Service Excellence framework, and be sympathetic to the needs of a diverse and multi-national student and local community. The role requires organisation, enthusiasm, creativity, energy and drive to enhance services, systems and processes which contribute to a high quality student experience. The Accommodation and Campus Life Manager will be responsible for deputising for Head of Department in their absence.

**Generic Duties:**

- To promote the activity of Accommodation Services by working across the Student Experience Directorate, professional service departments, academic departments, the Students’ Union and external stakeholders;
- To carry out Performance Development Reviews of staff which the role line manages, ensuring that staff understand their contribution to the department, directorate and to the University Strategic Plan, and so that they are able to develop their skills and improve their performance;
- Contribute to the ongoing planning and implementation of excellent services for the enhancement of the student experience at Goldsmiths;
- Be committed to personal professional development, to ensure highest quality of service to students;
- Contribute to excellent communication between Accommodation Services and other teams within the Student Experience Directorate;
- Contribute to team work to ensure business continuity within the team following the failure of, or damage to, vital services or facilities;
- To support and contribute to the delivery of on campus events including: Welcome Week, International Orientation, Open Days, Graduation Ceremonies and some Corporate Events;

**Specific Duties:**

- To manage the University’s out-of-hours pastoral support team and ensure it responds proactively and reactively to the needs and requirements of students, both in university accommodation and off campus;
- To deliver 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, signposting students and other stakeholders to services within the university, as well as external services;

- To develop and manage the department’s Residence Life programme, a social programme for students and residents in student accommodation, including sporting and recreational events, working in collaboration with the Student Engagement and Students’ Union;
- To act as a safeguarding officer for Accommodation Services and respond to student issues during the normal operating hours of the service;
- To take a lead role in responding to and investigating incidents across our accommodation, in particular in relation to student mental health and discipline;
- To meet regularly and work closely with colleagues in Student Support Services (Wellbeing, Counselling, Chaplaincy and Disability Services), identifying and addressing student welfare issues;
- To act as line manager for the Campus Support and Resident Experience Coordinators, and be responsible for supporting the wellbeing of associated staff, organising and identifying training requirements, monitoring probation and performance management, staffing (appointment, rota, sickness, annual leave), and liaising with Human Resources and Occupational Health as necessary;
- To effectively manage and monitor delegated budgets for the Residence Life programme and Resident Experience Coordinators’ timesheets, as outlined by the Head of Department;
- To respond to student complaints in relation to Accommodation Services, the out-of-hours provision or the Residence Life programme;
- To participate in the investigation and resolution of issues raised by residents in our accommodation, in particular in relation to services provided by colleagues in Estates and Facilities and in collaboration with the Halls Liaison Officer;
- To address, monitor and analyse patterns of unacceptable behaviour and develop strategies for dealing with them through relevant communications, processes and the Residence Life programme;
- To support the department and Student Support Services in the Fitness to Study Policy and Procedures;
- To organise and deliver welcome events, in order to provide advice and information to residents at all University operated accommodation sites and to help residents with the transition to living away from home;
To play 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, in collaboration the Student Engagement Team;

To be responsible for the department’s Residence Life communication plan, through social media and other platforms, in order to promote our services and Residence Life programme to students in university accommodation;

To liaise 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 to promote the private housing advice provision within Accommodation Services;

To develop opportunities for student volunteering in the local communities around residences, in collaboration with the Students’ Union, Careers and Employability and Library Services;

To participate in the resolution of issues raised by members of the local residential community alongside the Head of Department;

To maintain accurate records of incidents, out-of-hours enquiries and student engagement, using a variety of IT systems, including Occam Room Service and the CRM system, and to produce clear and concise reports as requested;

To be responsible for the out-of-hours Duty Manager rota and be one of the key points of contact for the Campus Support Officers and Residence Life team for escalation of incidents outside of working hours;

To ensure guidance, training materials and handbooks are up to date and relevant to the changing environment;

To support the Accommodation Services team in the general operations of the department, as well as to move forward with its Strategic Objectives within the boundaries of the role;

To have an understanding of the Departments’ commitment and regulatory obligations towards the Student Accommodation Code and to ensure operations and activities with students are in-keeping with the two main codes of standards in student accommodation;

You will be required to undertake any other duties as reasonably 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.
• To be adaptable in relation to demands on the Accommodation Help Desk and the out-of-hours Duty Manager rota;
• Hours of work: alternating weekly shifts, generally Monday to Friday 11am – 7pm / Monday to Friday 9am - 5pm, to allow for a seamless handover with the out-of-hours team. This role will also involve some evening or weekend work in order to facilitate the effective management of the Residence Life programme and Campus Support services operating outside of standard departmental hours.

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:

<table>
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<tr>
<th>Category</th>
<th>A = Application form</th>
<th>C = Certificate</th>
<th>I = Interview</th>
<th>R = Reference</th>
<th>T = Test</th>
<th>P = Presentation</th>
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<tbody>
<tr>
<td>Essential Criteria 1 – Qualifications</td>
<td>Bachelor's Degree or equivalent</td>
<td>A</td>
<td></td>
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<tr>
<td>Desirable criteria 1 – Qualifications</td>
<td>Formal qualifications in safeguarding, the provision of mental health, pastoral and/or wellbeing support, in particular to young adults</td>
<td>A, C</td>
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### Essential Criteria 2 – Experience

- Managing operations and services, with a focus on areas such as pastoral care, welfare, residence life and housing
  - A, I, R, P
- Working in Higher Education, or similar organisation
  - A, I, R
- Effectively managing, motivating and leading a team, including performance management and development
  - A, I, R
- 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 and managing a mental health crisis
  - A, I, R
- Responding to safeguarding protocols, particularly in a higher education setting
  - A, I, R
- Managing complex welfare and/or disciplinary issues with confidence and tact
  - A, I, R
- Maintaining, collating and compiling accurate reports, and utilising IT systems, Microsoft Office, accommodation management or similar software and social media platforms
  - A, R
- Experience in managing a demanding workload and adapting to frequently changing priorities
  - A, I, R
- Working in a customer service-focussed environment and responding to formal complaints
  - A, R

### Desirable Criteria 2 – Experience

- Experience of event and campaign management, with a particular focus on student experience and/or residence life
  - A, I, R

### Essential Criteria 3 – Knowledge

- Knowledge of the Codes of Practice for student accommodation
  - A, I, R

### Essential Criteria 4 – Skills

- Ability 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, and the ability to work independently and make decisions, as well as working collaboratively within a team, building excellent relationships with colleagues, students, and/or other stakeholders
  - A, I, R
- A strong understanding and commitment to equal opportunities, diversity and inclusion
  - A, I, R

### Desirable Criteria 4 – Skills

- Ability to successfully convey complex information and instructions, creating materials and resources to engage young people and students
  - A, I

### Additional Attributes

- To have a sound understanding and adherence to confidentiality, professional boundaries, discretion and diplomacy
  - A, R
<table>
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<th>To be adaptable and have a flexible approach to working hours, including weekends and evening, as necessary</th>
<th>A, R</th>
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<tr>
<td>To be reliable and punctual</td>
<td>A, R</td>
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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.

For more information about the role, please contact Flora Cipullo, e-mail: F.Cipullo@gold.ac.uk

September 2021
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 gold.ac.uk/about

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