

## ***Accommodation and Campus Life Manager***

<b>Job Reference:</b>	371958
<b>Department:</b>	Student Experience Directorate
<b>Grade/ Salary:</b>	Grade 7
<b>Contract Type:</b>	Permanent
<b>Hours:</b>	Full time, 12pm – 8pm
<b>Location:</b>	New Cross, London

Closing date for applications: **1<sup>st</sup> January 2019**

Interviews: **10<sup>th</sup> January 2019**

### **Goldsmiths**

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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.



Passionate about advancing equality  
and celebrating diversity.  
Together, we are different



**Together**  
we are different

**Student Experience Directorate**  
***Accommodation and Campus Life Manager***  
***Accommodation Services, Student Support Services***

## **Goldsmiths**

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Goldsmiths, University of London, is proud of its reputation for innovative and challenging thinking across its wide range of disciplines. One of its major strengths is its interdisciplinary ethos - the way in which departments, centres and units interrelate to offer new perspectives and insights.

Goldsmiths aims to be a true 'Learning Organisation'. Staff are encouraged to be ambitious, committed to the learning and development of themselves and others, keen to work across conventional boundaries, and driven by the desire to play their part in the delivery of an excellent student and staff experience.

The Professional Services play a key role in delivering Goldsmiths' Strategic Plan, which rests upon four pillars – knowledge production, student experience, London and the World, and financial sustainability. Professional Services support knowledge production through a framework of professional support to the academic departments, enhancing the staff experience and supporting the research endeavours that have impact all over the world; enhance the student experience through co-curriculum activities and direct services that offer (for example) pastoral, wellbeing and financial support; help ensure that the Goldsmiths' community is well placed to serve and contribute locally in London and across the world, through a communication strategy supported by professionals who can relay the Goldsmiths mission to prospective and current students, our alumni, and to prospective staff; and, through all of these activities, combined with a focus on highly effective ways of working, contribute to Goldsmiths' long-term financial sustainability.

Goldsmiths' Professional Services work collaboratively with each other and with academic colleagues and the Students' Union to deliver effective systems, processes

and staff development opportunities to serve the College to the highest professional standards and ensure it has the support structures and systems in place to thrive.

## **The Directorate**

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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 five areas:

1. Student Recruitment
2. Student Administration
3. Student Support Services
4. Library Services
5. Careers & Employability

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**

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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 an excellent customer focus approach; providing transparent procedures and responding to customer feedback.

The Accommodation Services Team works 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.

## **The Role**

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The Accommodation and Campus Life Manager role sits within Accommodation Services. This role provides the vital link in supporting students living in Goldsmiths managed accommodation and accommodation under nomination/partnership providers through collaboration with colleagues in the wider Student Experience Directorate departments (Wellbeing, Engagement, Disability Services, Student Centre) and key stakeholders. This role will be directly line managing the Halls Ambassadors and the out of hours Campus Support Officers. To be responsible for the training and management of both teams which form the Residence Life aspects. This role is responsible for the delivery of the student experience within the realms of accommodation, both during office hours and monitoring the out of hours service provision in across the wider campus and within University accommodation in order to actively engage with the student community, respond to queries, complaints and to provide 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 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 a leader, communicator and listener, enjoy working with people, and possess the ability to make decisions, work independently - but with a strong focus on high quality teamwork - and working across boundaries. The role holder will demonstrate a commitment to the highest level of customer service in accordance with the Customer Service Excellence framework, an understanding of, and empathy 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.

- **Reporting to** Head of Accommodation Services
- **Responsible for:**
  - Deputising for Head of Department in their absence
  - Campus Support Officers
  - Halls Ambassadors

**Hours of Work: 12pm – 8pm, Monday to Friday. This role will also involve some weekend working in order to facilitate effective management of the Residence Life Team operating outside of standard departmental hours.**

### **Reporting to**

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This role reports to Head of Accommodation Services.

### **Generic Duties:**

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- 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.
- Effectively manage and monitor delegated budgets for the Residence Life Programme and Halls Ambassadors' timesheets as outlined by the Head of Accommodation Services.

- 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:**

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- Ensuring that the University's out of hours' pastoral support responds proactively and reactively to student needs and requirements within university accommodation and across the campus more widely.
- To proactively participate in the delivery of a customer-focused approach aimed at developing student support and enhancing the student experience within the residences as well as supporting students in their journey into the private sector and reviewing and evaluating the impact of these services.
- To develop a social programme in student accommodation, working in collaboration with the Student Engagement and Students' Union including sporting and recreational events for residents to improve the student experience within the sphere of the Residence Life Programme.
- In collaboration with the Students' Union, Careers and Employability and Library Services develop opportunities for student volunteering in the local communities around residences.

- To be responsible for any budget set aside for activities/events and to spend within agreed limits set by the Head of Department.
- To develop a communication plan working with colleagues to bridge the link between Accommodation Services and students in university accommodation, through the use of social media, development new platforms in order to promote and publicise our services to student's in university accommodation thus enhancing their overall experience and linking with existing programmes offer in partner accommodation sites.
- To act as line manager for the Campus Support and Halls Ambassadors and be responsible for organising and identifying training requirements and wellbeing of associated staff, monitoring probation and performance management, staffing (rota, sickness, annual leave), liaising with Human Resources and Occupational Health as necessary to ensure guidance and training materials, handbooks are up to date and relevant to the changing environment.
- To act as a safeguarding officer for Accommodation Services and responding to student issues during the normal operating hours of the service.
- To take lead role in proactively responding to student mental health across all of our accommodation.
- To respond to student complaints, monitor and analyse patterns of unacceptable behaviour and the development of strategies for dealing with them effectively through the Residence Life programme or relevant communications.
- To liaise with the Student Engagement Team with regard to campus-wide initiatives, bridging the gaps between those living in university accommodation and those living elsewhere and to help shape the private housing advice provision within Accommodation Services.
- Play a leading role in the delivery of educating students in areas such as health, wellbeing, nutrition, finance as well as bringing the pastoral and welfare elements Goldsmiths provides to the forefront of campaigns, in collaboration with Student Communications within the Student Engagement Team.

- To be one of the key points of contact for the Campus Support Officers and Residential Life Team outside of working hours for escalation of incidents as part of the Accommodation Services Duty Rota.
- To communicate at differing levels and sensitively to student issues via channels such as Student Support Services (Wellbeing, Counselling, Chaplaincy and Disability Services) and to utilise the policies available such as Fitness to Study.
- To follow up and participate in the resolution of issues raised by members of the local residential community alongside the Stakeholder Engagement Manager.
- To be closely involved in organising and delivering 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 and educating them on support services.
- To maintain accurate records including recording information on various IT systems, including Occam Room Service and the CRM system and to produce clear and concise reports as requested;
- To support the Accommodation Services team 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 Accommodation Codes;
- In addition, you will be required to undertake any other duties as may reasonably be required;
- At all times to carry out your responsibilities with due regard to the College Code on Equality and Diversity / Dignity at Work Policy;
- At all times to help maintain a safe working environment by attending as necessary and following the College's Health and Safety Codes of Practice and Policy.



## Person Specification

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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
<b>Essential Criteria 1 – Qualifications</b>	
Have a Bachelor’s Degree or equivalent	A
<b>Essential Criteria 2 – Experience</b>	
Experience of providing advice/guidance on pastoral, welfare and housing issues, preferably in an educational setting	A, I, R, P
Working in a Higher Education or other similar complex organisation	A, R
Experience of managing a team of staff, including performance management and development	A, I, R
Experience in collating and compiling accurate reports to range of audiences utilising IT systems and data.	A, R
Experience of responding to safeguarding protocols particularly in a higher education setting	A, I, R
Demonstrable experience in prioritisation of workload with a measured and prompt approach to decision making.	A, I, R

<b>Essential Criteria 3 – Knowledge</b>	
Knowledge of the Codes of Practice for student accommodation and ensuring actions and activities with students are in-keeping with the Codes.	A, I, R, P
<b>Essential Criteria 4 – Skills</b>	
Ability to remain calm and professional in very difficult and challenging situations	A, I, R
Excellent mediation, expectation management and conflict resolution skills	A, I, R
Excellent communication, interpersonal, and negotiation skills	A, I, R
A clear, strong understanding and commitment to customer care, equal opportunities, diversity and inclusion, confidentiality and professional boundaries.	A, I, R
Ability to work independently as well as within a team and to have experience in influencing and negotiating in order to reach resolutions	A, I, R
<b>Additional Attributes</b>	
To have a sound understanding and adherence to confidentiality.	A, R
To have a high degree of discretion and diplomacy.	A, R
To have a flexible approach to work and to be adaptable in relation to demands on the Accommodation Help Desk and the Out of Hours Duty Manager rota.	A, R
To be reliable and punctual.	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 on the first day of appointment.**

For more information about the role, please contact Rocchi Acierno, e-mail: [r.acierno@gold.ac.uk](mailto:r.acierno@gold.ac.uk)

## Summary of Benefits

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

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
- Access to exclusive discounts, including high street retailers
- Maternity, paternity and adoption leave and pay and tax efficient childcare voucher scheme
- Contractual sick pay provision
- Free eye tests
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#) and [gym](#)
- Access to [University of London facilities](#) such as Senate House Library

## Further information

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For more information about Goldsmiths, please visit: [www.gold.ac.uk/about](http://www.gold.ac.uk/about).

We can supply information in alternative formats for people with a visual impairment or dyslexia. For this please contact [hr@gold.ac.uk](mailto:hr@gold.ac.uk), or visit [www.gold.ac.uk/hr](http://www.gold.ac.uk/hr).

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