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| Last updated: | 23rd October 2019 |

**JOB DESCRIPTION**

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| Post title: | **Residential Services Supervisor** | | |
| Academic Unit/Service: | Residential Services | | |
| Faculty: | Professional Services |  |  |
| Career pathway: | MSA | Level: | 3 |
| \*ERE category: | n/a | | |
| Posts responsible to: | Residential Services Deputy Manager (4) | | |
| Posts responsible for: | General Assistant (L1a), Reception Assistant (L1b),  Residential Services Assistant (L2a), Residential Services Advisor (L2b) | | |
| Post base: | Office-based/Non Office-based (see job hazard analysis) | | |

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| Job purpose |
| Job Purpose:  To undertake supervision of Customer Services staff within Residential Services, ensuring that enquiries are handled in a timely manner, in accordance with external and internal quality standards.  To ensure that as an integral part of a site team, all operational functions are well coordinated, including maintenance, cleaning, health and safety, stock management and staff training.  To undertake supervision of Customer Services teams to deliver a study conducive, social environment on a halls hub site for student residents in line with the Hall Regulations and relevant University policies and procedures.   * To initiate, deliver and supervise a variety of residential processes, client contracts, communications, events and presentations. |

| Key accountabilities/primary responsibilities | | % Time |
| --- | --- | --- |
|  | Deliver specialist/in depth advice, information guidance or instruction to students or customers in line with accredited standards, Codes of Practice, legislation requirements and guidelines. To work on specific projects and processes as directed, developing, implementing and reviewing them working in partnership with peers across Residential Services | 20% |
|  | Supervision of customer service team allocating and prioritising work and monitoring individual progress and performance via the annual review process | 20% |
|  | Provide a knowledgeable point of contact for internal and external customers | 15% |
|  | Supervision of informal complaints (Stage 1) and halls student discipline, appeals process including carrying out informal investigation and reporting | 15% |
|  | Responsible for the delivery of a quality customer/facilities service within area of responsibility (e.g. KPI’s, UUKCoP, etc.), collecting relevant statistical reporting to monitor attainment and prioritising any issues for investigation/escalation | 10% |
|  | Responsibility for supervising the implementation of contracts or partnership agreements | 5% |
|  | To contribute to the formulation and delivery of Residential Services strategy and action plan | 5% |
|  | The post-holder is expected to undertake all personal administration required within the role, and adhere to University Policy and relevant legislation (e.g. H&S compliance) | 5% |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 5% |

| Internal and external relationships |
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| Internal   * Student Body * Student Services * Professional Services * Faculties   External   * Students’ Union * HEI Institutions * HEFCE, HESA, UCAS & BIS * National Governing/Professional Bodies * Employers, Landlords etc * Suppliers and Contractors * Members of the Public/Community |

| Special Requirements |
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| * Work from a variety of campus locations or visit students, customers or organisations external to the University and therefore must be willing to travel * Expected working hours will include weekend working. The post holder is expected to work flexibly to provide services to a range of customers for key events. Examples include Fire Drills, Open Days, Intake and departure weekends * Undertake such tasks as are reasonably requested by Residential Services Management * Willingness to rotate roles and responsibilities to increase breadth of experience * Work within the bounds of the University’s Confidentiality Policy * The ability to travel to multiple locations across Southampton and Winchester |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge & experience | A levels/HNC/or skill level equivalent with proven work experience  Experience of working with customers/clients in a supervisory capacity or coaching role.  Experience of managing informal complaints | Experience of working in residential accommodation in HE | Application  Application  Interview  Application |
| Planning and Organising: | Ability to maintain clear and accurate records  Ability to initiate, plan and organise a range of one’s own and a team’s work efficiently and effectively, including working to deadlines under pressure |  | Application  Application and Interview |
| Problem Solving and Initiative: | Ability to identify and solve problems by applying initiative to tackle situations in new ways and by developing improved work methods  Ability to use own initiative but recognise when to refer to a colleague or manager |  | Interview  Interview |
| Management and Teamwork: | Ability to work as part of a team whilst also being able to prioritise and manage own workload  Able to positively influence teamwork  Able to ensure staff are clear about changing work priorities and service expectations  Supervisory experience including coaching, mentoring, training or line management |  | Interview  Interview  Interview  Application |
| Communicating and Influencing: | Ability to elicit information to identify specific customer/client needs and to offer related proactive advice and guidance  Evidence of good networking skills including maintaining good partnership working with a range of colleagues  Ability to prepare and present written and/or verbal information clearly and concisely to students and staff, including the delivery of group presentations |  | Interview  Interview  Interview |
| Other Skills and Behaviours: | Competent in the use of Microsoft Office packages  Regularly evaluate professional performance and reflect constructively using evidence to improve performance  Driving Licence | Able to apply a comprehensive understanding of relevant University systems and procedures and an awareness of activities in the broader work area  Ability to develop on-line resources  Experience of data manipulation and reporting  Able to understand cultural diversity | Application  Interview  Interview  Application  Application  Interview |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
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| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties | X |  |  |