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| Last updated: | November 2024 |

**JOB DESCRIPTION**

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| Post title: | **Assistant Housing & Operations Manager** | | |
| School/Department: | Residences, Sport & Community Services | | |
| Faculty/Directorate: | Student Experience Directorate (SED) | | |
| Job Family: | Management, Specialist and Administrative (MSA) | Level: | 3 |
| Post title of Line Manager: | City Housing Relationship Manager (L4) | | |
| Post title(s) responsible for: | Customer Service Assistant (2A), General Assistant (1A) | | |
| Post base: | Office-based (see job hazard analysis) | | |

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| Job purpose |
| The role holder will undertake supervision of operational staff to deliver a study conducive, social environment at university houses and halls for residents, in line with the Halls Regulations and relevant University policies and procedures.  Support the City Housing Relationship Manager and Residences Site Operations Manager to ensure that as an integral part of a team, all operational functions are well coordinated, including maintenance, customer support, health and safety, compliance, stock management, budgeting and staff training. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | To take the lead with all activities related to the University Houses lifecycle from application through until end of tenancy. Triaging incoming maintenance requests and approving jobs as per set SLA. Ensuring internal jobs for the site operational general assistants are completed per targets.  Collating relevant statistical data to monitor attainment (e.g. KPI’s, UUKCoP,) and prioritising any issues for investigation/escalation. Provide a knowledgeable point of contact for internal and external customers | 25% |
|  | To regularly engage and liaise with internal and external stakeholders to ensure active consultation and feedback is obtained (e.g. maintenance, landscaping, local councils, cleaning contractors), to ensure tenants are kept updated through any larger jobs or delays to works, to find a suitable resolution. | 20% |
|  | Responsible for staff development and team performance through the delivery of clear staff objectives, operational plans and regular training. Monitor progress via the annual review process with regular positive engagement and clear goal setting with staff via regular 1:1s and team meetings.  Regularly update and review induction process and staff handbooks. Ensure all residential sites have sufficient staffing levels, facilitating the recruitment of permanent and temporary staff when required. Ensure the team adhere to University Health and Safety standards, creating method statements, risk assessments and delivering health & safety specific training. | 15% |
|  | Manage stock, ensuring usage across houses and sites is controlled. Ordering of equipment and furniture when required whilst remaining within budget. | 15% |
|  | Manage weekly, monthly and ad hoc administrative tasks (payroll, HR case management etc.) 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). Ensuring all routine H&S checks have been completed per agreed deadlines (this includes legionella flushing, gas safety, electrical, EPC etc) | 10% |
|  | Effectively engage with students and occupiers, looking at innovative ways to improve services. Supervision and ownership of formal complaints (Stage 1), student discipline and appeals process including carrying out informal & formal investigations and reporting. | 10% |
|  | The post-holder is expected to undertake any other duties that fall within the scope of the post 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 * National Governing/Professional Bodies * Suppliers and Contractors * Members of the Public/Community Groups |

| Special Requirements |
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| * Primarily based at one location but might be required to work from a variety of campus locations or visit students, customers or organisations external to the University and therefore must be willing to travel to multiple locations across Southampton and Winchester * The ability to travel to multiple locations across Southampton and Winchester * The post holder is expected to work flexibly to provide support at peak weekends throughout the academic year. This will include weekend working for events such as open days, visit days and student departures and arrivals. It is expected that the post holder will be required to work approximately 8 weekends per academic year, in line with the University policy on shift work and overtime * Work within the bounds of the University’s Confidentiality Policy |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge & experience | Skill level equivalent to achievement of HNC, A-Level, NVQ3 with proven work experience acquired in relevant roles and job-related training  Experience of working with stakeholders in a supervisory capacity or coaching role.  Experience of managing informal complaints  Competent in the use of Microsoft Office packages  Experience of data manipulation and reporting | Experience of working relevant field, eg residential accommodation in HE, property management, lettings  Able to apply a comprehensive understanding of relevant University systems and procedures and an awareness of activities in the broader work area | Application  Application  Interview  Application  Interview  Application |
| Planning and Organising: | Ability to produce and maintain clear and accurate records  Able to plan, prioritise and manage a range of one’s own and team activities, schedules and deadlines.  Actively participate in planning sessions to maximise personal and team performance |  | Application  Application/ Interview  Application/ Interview |
| Problem Solving and Initiative: | Ability to identify and solve problems by applying judgement and initiative to tackle situations in new ways and by developing improved work methods  Ability to forward plan and review resource and delivery requirements for the team  Ability to use own initiative and seek guidance from colleagues or manager where required |  | Interview  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 your team  Able to ensure staff are clear about changing work priorities and service expectations  Supervisory experience including coaching, mentoring, training or line management. Able to effectively allocate to, and check work of staff, coaching/ training and motivating staff as required. |  | Interview  Interview  Interview  Application |
| Communicating and Influencing: | Ability to recognise specific customer/client needs and to offer related proactive advice and guidance  Ability to prepare and present written and/or verbal information clearly and concisely to students and staff, including the delivery of group presentations  Able to deal with sensitive information in a confidential manner. |  | Interview  Interview  Interview |
| Other Skills and Behaviours: | Understanding of equality, diversity and inclusion. |  | 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: |  |  |  |
| 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 |  |  |  |