

Message from the Director of Estates and Facilities Management

Dear Colleague,

Loughborough University is a fantastic place to work and study. There is a real pride in the University that touches everyone associated with it. We want to attract and retain the best people to work in our Maintenance and Engineering team at Loughborough University and believe that we offer an attractive total reward package that includes: generous index linked pension, generous holiday allowance, access to sporting facilities and gym membership at staff rates and many other benefits. We hope that you will apply and look forward to meeting you

Throughout our history we have built upon our distinctive characteristics and enhanced our strengths. Our origins in 1909, as one of the UK's foremost technical institutes focused on meeting society's needs, set in train an ethos that is still evident at Loughborough today.

Our campus in the heart of Leicestershire – one of the largest in the UK, spanning 440 acres – provides a supportive and enriching environment with first-rate facilities for both staff and students. Loughborough is the largest single site University campus in the UK at 440 acres; it is located close to a market town and is only minutes away from the motorway network. The Estate is in a sylvan setting, with a huge variety of academic, residential, commercial and sports facilities and is 362,000 sq. m in total. There are 154 buildings as well as a further 85 acres that is currently agricultural land adjoining campus that has planning permission for the further development of the Loughborough University Science and Enterprise Park (LUSEP) and is part of an Enterprise Zone. Our Facilities have been voted the best in the UK for the last five years in the Time Higher Student Satisfaction survey and voted the best in the WhatUni 2018 and 2019 awards.

Graham Howard

Job Title: Hall Manager

Job Ref: REQ2301022

General Details	
Job Title:	Hall Manager
Professional Service:	Residential Services
Location	Loughborough University
Tenure:	Open ended
Hours/FTE	37 hours per week
Grade/Salary	Operational Services Grade 5 - £27,979 - £32,982
Holiday	34 days inclusive of 8 Bank holidays and 6 University closure days
Pension	Automatic enrolment into the Local Government Pension Scheme with an employer's contribution of 21%
Starting date:	Asap

Job Purpose
<p>To ensure that residential students and conference delegates receive excellent service and enjoy a positive experience during their stay in the University's accommodation.</p> <p>The role includes the management of a large team of domestic and front of house staff, monitoring closely the delivery of services and ensuring that resources within halls are efficiently managed.</p>

Management & Supervision	
Reporting to:	Residential Services Manager

Responsibilities
<p>1. <u>Management Responsibilities</u></p> <ul style="list-style-type: none">• Take responsibility for the management of all hall staff, including Assistant Hall Managers, Team Leaders and Hospitality Assistants (circa 50 people)• Provide visible leadership ensuring frequent tours of halls and engagement with team• Ensure the halls are maintained and serviced at a suitable level as per industry standards• Chair team meetings and attend hall management meetings, contributing positively to projects and initiatives• Regularly audit and quality check both hospitality standards and the condition of the halls, liaising with colleagues to ensure improvements are made promptly, where needed• Plan the turnaround period from student departure to conference guest arrival, liaising with colleagues to ensure that the halls are ready to the required standard, often within limited timeframes• Take responsibility for ensuring that maintenance requests are reported, processed, and completed within suitable timeframes, ensuring customers are kept up to date with progress at all times• Coordinate the completion of mid-term and end of occupancy auditing within halls, ensuring that resident damage is attributed correctly to meet with procedures• Safeguard and control the issue and security of all keys in line with Estates & Facilities Management procedures• Investigate and report on security issues, including security of premises, keys and customer property and take appropriate action when necessary

2. Liaison, Communication & Customer Service

- Liaise with the Imago Sales Office and with clients directly to ensure the highest standard of provision and meet or exceed commercial customers' expectations
- Meet regularly with Hall Chairs and attend Hall Committee meetings as required, acting as the key point of contact between Estates & Facilities Management and the Hall residents
- Liaise regularly with the Hall Warden on matters of student welfare and discipline, arranging weekly meetings during term time
- Investigate complaints and correspond efficiently with key Estates & Facilities Management contacts and customers
- Gather customer feedback in line with business plan objectives
- Liaise regularly with the Student Accommodation Centre regarding contractual queries, student arrival information and any customer complaints

3. Fiscal Responsibility

- Ensure stocks of domestic items within halls are always maintained, meeting with suppliers when needed to ensure products ordered meet requirements.
- Propose and initiate methods of minimising costs and maximising efficiency and ultimately customer services
- Assist the Residential Services Manager with the monitoring of contractors engaged in the Halls
- Assist the Residential Services Manager in continually reviewing the department through benchmarking and analysing trends to improve working practices enhancing the departments effectiveness and using opportunities to provide efficiencies.

4. Training and Human Resource Management

- Ensure all staff are trained to the required standard in all areas
- Monitor staffing hours and submit hours worked on a weekly basis
- Carry out staff disciplinary procedures in line with University policies
- Ensure performance reviews are undertaken with all staff on a regular basis
- Manage absence and sickness proactively in line with University policies
- Actively monitor training levels within the hall team and ensure staff attending training sessions
- Attend all essential training and to be proactive in attending training which will increase knowledge and skills relevant to the role
- Communicate all relevant information effectively in order to keep staff up to date and informed

5. Health, Safety, Hygiene, Environmental and Legal

- Understand and comply with Health & Safety legislation and ensure all staff understand it and adhere to high standards of safety, security, hygiene, and cleanliness
- Ensure all Hall staff adhere to fire safety procedures
- Encourage student participation in new initiatives and to ensure existing procedures for recycling and other environmental issues are adhered to
- Ensure compliance with UUK Code of Practice in student housing

6. Other Management Responsibilities

- Provide support and assistance to the Residential Services Manager as required
- Be flexible in relation to location and hours and days of work, including some weekends
- Be prepared to undertake any other duties in line with the level and scope of the job role

Professional Development

Loughborough University supports the professional development of colleagues and encourages continuous professional development to ensure professional skills and knowledge are maintained.

Conditions of Service

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, where operational needs allow, of flexible working arrangements.

We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Organisational Responsibility

The role holder will report directly to the Residential Services Manager

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria		
Area	Criteria	Stage
Experience	Significant experience of managing staff within the hospitality industry	1,3
	Experience of coaching staff	1,3
	Experience of premises management	1,3
	Frontline customer service experience	1,3
Skills and abilities	Experience in the use of Microsoft Word, Excel and Outlook	1,2,3
	Skilled team worker, able to motivate others and work independently	1,3
	Excellent customer service skills	1,2,3
	Able to set clear targets and objectives	1,2,3
	Able to deal with complaints and conflict, using mediation skills	1,2,3
	Ability to communicate effectively with young people	1,3
	A high level of interpersonal skills, including written and oral presentation	1,2,3
	Ability to maintain discretion and confidentiality at all times	1,3
	Ability to prioritise workloads	1,2,3
	Ability to lead and manage meetings	1,3
	Ability to comply with Health & Safety legislation	1,3
	Ability to focus acutely on detail	1,2,3
	Ability to use own judgment and act accordingly	1,2,3
	A willingness to undertake further training if and when required	1,3
	A willingness to adopt new procedures as and when required	1,3
Qualifications	A level education or equivalent.	1
Other	A willingness to be flexible in working hours and location	1,3
	A willingness to work some weekends	1,3
	A willingness to wear corporate clothing, as provided, to support the professional image of Estates & Facilities Management	1,3

Desirable Criteria		
Area	Criteria	Stage
Experience	Experience of working in the student accommodation sector	1,3
Skills & abilities	Experience of using student accommodation software packages	1

Qualifications	Recognised Hotel or Facilities Management Qualification	1
	Recognised Health and Safety Qualification (eg IOSH Managing Safely)	1