

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: Assistant Hall Manager

Job Ref: RE250857

General Details	
Job Title:	Assistant Hall Manager
Professional Service:	Estates & Facilities Management – Catering, Residential & Domestic Services
Location	Loughborough University
Tenure:	Open ended
Hours/FTE	Full time – 37 hours
Grade/Salary	Operational Service Grade 3 - £24,794 to £26,230 per annum
Holiday	36 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 24.8%
Starting date:	As soon as possible

Job Purpose
To contribute to the provision of an excellent experience for Loughborough students and conference delegates during their stay in University accommodation. The role-holder will assist the Hall Manager in the day to day management of a team of cleaning and supervisory staff, ensuring that the highest standards of customer service and quality are delivered at all times.

Management & Supervision	
Reporting to:	Hall Manager

Responsibilities
Management Responsibility - To supervise a team of Team Leaders and Hospitality Assistants (circa 20 people) - To assist in ensuring that the halls are maintained and serviced to a suitable level at all times - To assist in the preparation of staffing rotas to ensure that all tasks are covered within the team at all times - To take responsibility for investigating maintenance faults and minor damage within a designated area of the halls, liaising with customers and ensuring maintenance is successfully delivered - To deputise for the Hall Manager in his/her absence, including attendance at meetings Strategic and Planning Responsibilities - To assist in the planning of the turnaround period from student departure and conference guest arrival, liaising with colleagues to ensure that the halls are ready to the required standard, often within limited timeframes Management of Premises - To assist in ensuring that maintenance requests are reported, processed and completed within suitable timeframes and that customers are updated on progress - To undertake regular audits of cleaning hospitality standards and the condition of the halls and initiate appropriate follow up or remedial action - To ensure that policies relating to the security of premises, keys and customer property are followed at all times

Liaison, Communication & Customer Service

- To assist in investigating complaints and corresponding efficiently with key Estates & Facilities Management or imago sales contacts and with customers
- To assist in gathering customer feedback in line with business plan objectives
- To liaise with the Student Accommodation Centre in regard to arrivals and departures, ensuring that rooms are fully prepared in a timely manner
- To assist with the sorting of post and the distribution of posters and literature within Halls as required

Fiscal Responsibility

- To ensure that stocks of domestic items within designated areas are maintained at all times, liaising promptly with the Hall Manager when replacements are required

Training and Human Resource Management

- To assist in ensuring that all staff within the team are trained to the required standard in all areas
- To ensure that all staff within the team clock in and out daily and monitor hours worked on a weekly basis
- To assist with staff disciplinary procedures in line with the University policy
- To assist in the appraisal and performance review of team members and in the management of absence and sickness
- To attend any training required 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

Health, Safety, Hygiene, Environmental and Legal

- 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
- Ensure all hall staff adhere to fire safety procedures
- Encourage student participation in recycling schemes within halls

Other Management Responsibilities

- To provide support and assistance to the Hall Manager as required
- To be flexible in relation to location and hours and days of work, including some weekends
- Any other duties in line with level and scope of responsibility

Points to Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

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 Hall 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	Experience in supervising staff within a domestic environment	1, 3
	Frontline customer service experience	1, 3
	Experience in supervising health and safety in the workplace	1, 3
Skills and abilities	Experienced and competent 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 people at all levels	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
	Acute attention to detail	1, 3
	Ability to use own judgment and act accordingly	1, 3
Training	A willingness to undertake further training if and when required	1, 3
	A willingness to adopt new procedures as and when required	3
Qualifications	GCSE pass (or equivalent) in English and Maths	1, 3
Other	Flexibility in working hours and location is required	3
	Will be required to work some weekends	3
	Will be required to wear corporate wear supporting the professional image of the organisation	3
	Commitment to observing the University's Equal Opportunities policy at all times	3

Desirable Criteria		
Area	Criteria	Stage
Experience	Experience of working in the student accommodation or hotel sector	1, 3
	Experience in auditing residential premises and/or cleaning standards	1, 3
Qualifications	Hospitality or customer services qualification	1, 3