

Hall Manager

Job Ref: REQ2501004

School/Department summary:

Job Description

Job Family and Grade: Operational Services Grade 5

Job Purpose

Ensure all students and guests receive excellent service and enjoy a positive experience during their stay in the University's accommodation. The role includes the management of a team of domestic and front of house staff, monitoring closely the delivery of services and ensuring that resources within halls are efficiently managed.

Job Duties

1. Management Responsibilities

- Operational management for a small number of halls of residence ensuring these are maintained and serviced in line with industry regulations.
- Responsible for a team of Housekeepers supported by Assistant Hall Managers and Team Leaders.
- Chair team meetings and attend meetings as needed, contributing positively to projects and initiatives
- Regularly audit and quality check both hospitality standards and the condition of the halls, continually suggesting areas for improvement
- 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
- Safeguard and control the issue and security of all keys in line with Estates & Facilities Management procedures

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 Wardens and Hall Committee, acting as the key point of contact between Estates & Facilities Management and the Hall residents
- Investigate complaints and correspond efficiently with key Estates & Facilities Management contacts and customers
- Gather and utilise customer feedback to find opportunities for improvements

3. Fiscal Responsibility

- Ensure stocks levels of domestic items within halls are always maintained
- Propose and initiate methods of minimising costs and maximising efficiency

- Monitor contractors and visitors entering the halls of residence maintaining security at all times
- 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

- In line with university policies, ensure all staff are inducted and trained appropriately for their role
- Ensure HR policies are adhered to, conducting staff disciplinarys, performance and absence reviews when required.
- Monitor and maintain staff hours and leave using our time management system
- Attend all essential training as needed and actively monitor training levels across team ensuring they attend any training sessions needed.
- 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, ensuring all staff understand it and adhere to high standards of safety, security, hygiene, and cleanliness
- Ensure all Hall staff follow and adhere to the University fire safety procedures
- Encourage student participation in new initiatives and ensure existing procedures for recycling and other environmental issues are being followed
- 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 the hours and days of work (working 37 hours a week between 8am and 6pm, Monday to Friday). There is a requirement that some weekend work is needed for events such as open days and student arrivals. Whilst this is not a set number, it would typically involve approximately 3-5 weekends per year.
- Be prepared to undertake any other duties in line with the level and scope of the job role

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 outlined in the document.

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 are expected to uphold and actively contribute to the [University's commitment to Equity, Diversity, and Inclusion](#), ensuring that all duties are carried out in alignment with this commitment.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Belonging and Inclusion.

Organisational Responsibility

Reports to the Residential Services Manager and has responsibility for a team of Assistant Managers, Team Leaders and Housekeepers.

Person Specification

Your application will be assessed based on the essential and desirable criteria listed below.

Applicants are strongly encouraged to explicitly demonstrate how they meet each essential (and desirable) criteria at the application stage. The criteria that you need to demonstrate in your application will be listed as Stage 1 in the table below.

Stages of assessment are as follows:

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

Essential Criteria

Area	Criteria	Stage
Experience	Experience in supervising, mentoring, coaching or supporting colleagues	1,3
	Experience of working in a customer focused environment	1,3
	Experience of using Microsoft Word, Excel and Outlook	1,2
Skills and abilities	A basic understanding of how buildings operate, e.g. heating, ventilation and security.	1,3
	Ability to set, and work towards clear targets and objectives	1,2,3
	Ability to deal with complaints and conflict, using mediation skills	1,2,3
	Strong communication skills with an ability to lead and manage meetings	1,3
	Strong interpersonal skills, including written and oral presentation	1,2,3
	Ability to maintain discretion and confidentiality	1,3
	Ability to motivate others, work independently and as part of a team	1,3
	Understanding and ability to comply with Health and Safety legislation	1,3
	Understanding and ability to undertake benchmarking projects	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	1,3
Qualifications	A level education or equivalent experience	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,	1,3

Desirable Criteria: These are skills, experience and competencies that are additional extras that may be used to narrow the pool down if we receive a high volume of applications all meeting the essential criteria.

Area	Criteria	Stage
Experience	Experience of working within the hospitality industry	1,3
Skills & abilities	Experience of using student accommodation software packages	1
	Knowledge and understanding of premises management	1,3

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

Conditions of Service

The position is full time and open ended. Salary will be on Operational Services Grade 5, £29,588 - £34610 per annum, at a starting point to be confirmed on offer of appointment.

The appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and the way we work at Loughborough. The University promotes the values of being **Adventurous**, **Collaborative**, **Creative**, **Authentic** and being **Responsible**. All employees are expected to demonstrate these values in the workplace.

For more information, please refer to our [vision and values](#).

Our Accreditations



We 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.



We are proud to be a [Race Equality Charter Member](#). The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared themselves with a disability, provided they meet the essential criteria for a role. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.

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.