

Note: This job description does not form part of the employee's contract of employment but is provided for guidance. The precise duties and responsibilities of any job may be expected to change over time. Jobholders should be consulted over any proposed changes to this job description before implementation.

JOB DESCRIPTION

Ref: 50017253 & 50002191

Job title Residential Co-ordinator

Reports to: Deputy Residential Services Manager

Grade: NG3

Location: Halls of Residence

Job Purpose: To provide a first point of contact for all customers ensuring delivery of a professional customer service experience, ensuring the reception area is clean and organised at all times, including Residential Coordinators wearing full uniform with tie or scarf provided.

Principal accountabilities

1. To provide high levels of internal & external customer services at all times. To be the first point of contact for the provision of advice and information for students, staff and guests, and to provide hotel type services to our customers during vacation periods. To collaborate with other University departments to ensure services are operated effectively.
2. To administer student/guest payments, informing the Residential Management of any debtors and make contact with debtors as instructed by the Residential Management. To receive, record, safeguard and dispatch all mail, parcels and courier items to and from reception.
3. To monitor the service delivery and give feedback to the Residential Management on all contractors; cleaning, security and maintenance.
4. To ensure that the terms and conditions of the tenancy agreement are being met at all times and report any non-conformance to the Residential Management. To ensure that all University policies, regulations and codes of practice are adhered to at all time. Maintaining and monitoring of the Hall's associated records and documents both written and computer based including health and safety and fire records.

5. To ensure student welfare issues are reported immediately to the Residential Management and request Residential Assistant support where applicable.
6. To administer and perform weekly stock takes of all stock items at the Halls of Residence; such as consumables in accordance with minimum stock levels to requisition items needed, and send request to the Residential Management.
7. To control access to the Hall of Residence by guests, visitors and contractors – issuing visitors' badges and monitoring visitor/contractor registers. Issuing students with overnight guest bedding, ensuring this is laundered and clean before and after issuing.
8. To perform show rounds for our guests/visitors and University Open Days. To ensure all complaints, requests and incidents are recorded. Serious incidents such as, but not limited to, death, fire and flood must immediately be reported to the Residential Management.
9. To carry out daily checks within the building and report any problems to the Residential Management.
10. To carry out other duties as appropriate to the grade, as required by the line manager.

Context

The Residential Coordinators are part of the Halls of Residence administration team and the main point of contact with students, staff and external customers. The role is to ensure that all students and guests are made welcome into a clean, safe compliant environment.

The post holder is the initial contact for guests living and visiting the University's Halls of Residence. It is the responsibility of the Residential Co-ordinator to provide professional, courteous, and effective service and provide assistance to the customer towards the appropriate service required.

Although the post holder will be based at one particular Hall of Residence, the post holder may be required to work at any University site.

The Halls of Residence is one of the services under Student Affairs umbrella. Student Affairs consists of the following services: Counselling, Interfaith Advice, Student Advice, International Student Advice, Student Funding, Scholarships, and Student Health.

Dimensions

The post holder will be part of the Residential team and based at various University sites. Role has no budgetary responsibility

Person Specification

This describes the knowledge skills and experience required to perform the job effectively.

	Essential Criteria	Desirable Criteria
Qualifications	GCSE level or equivalent level of knowledge and skill	A levels or equivalent
Training & Experience	<p>Experience of general office duties including reception duties; dealing with telephone, written enquiries and office filing</p> <p>Administration and customer service experience within a team environment and front line work with students</p> <p>Excellent IT skills including good working knowledge of MS Office (word-processing, spreadsheet, PowerPoint and database packages, email and internet research)</p> <p>Competent in using reservations package</p> <p>Dealing with payments and finance administration</p>	<p>First Aid Certificate</p> <p>Facilities Management experience or Facilities training</p> <p>Supervisory experience in hotel sector.</p> <p>Experience of dealing with distressed people and complaints</p>

Aptitudes & Abilities	<p>Excellent oral and written communications skills</p> <p>Excellent interpersonal skills and at establishing good working relationships with staff, students and external customers.</p> <p>Ability to use tact and discretion when working with sensitive and personal issues</p> <p>Excellent at paying attention to detail, organising and prioritising work and working accurately under pressure.</p> <p>Ability to understand customer needs and assess the potential impact on the student experience when making decisions</p> <p>Dealing with initial customer complaints</p>	
Personal Attributes	<p>Smart in appearance, pleasant and polite manner, but able to exercise firmness when required.</p> <p>Comfortable with ambiguity and change</p> <p>Self-motivated, enthusiastic and flexible</p> <p>Ability to work individually and as part of a team</p> <p>Confident</p> <p>Diplomatic</p> <p>Tactful</p> <p>Committed to delivering high levels of customer service</p>	
Other	<p>Fully committed to contributing to a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.</p>	

Prepared by:

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