

Job Description: Head of Residency Living



Function:	Student Living
Position:	Residency Living Manager
Job holder:	TBC
Date (in job since):	
Immediate manager (N+1 Job title and name):	Head of Operations and Residency Living
Additional reporting line to:	
Position location:	Newcastle upon Tyne & Gateshead (Northumbria University)

1. Purpose of the Job – State concisely the aim of the job.

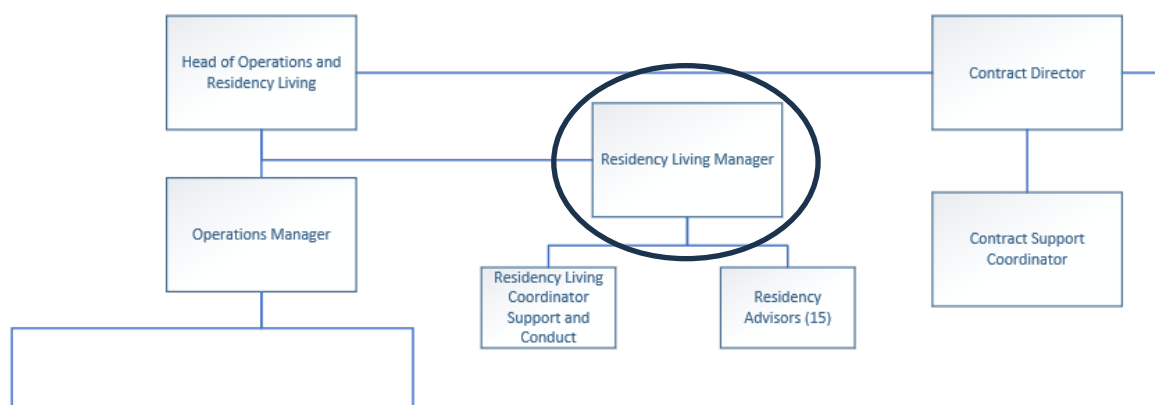
- Today's students are the next generation of role models and innovators; they are pioneers, trendsetters, adventurers, philosophers, artists, teachers and scientists. Our communities are where they live, learn and grow into their future roles within the community. From the moment a student applies to live with us, they are guided through their journey with tailored welcome experiences, exclusive events and dedicated support throughout the year.
- The residency living manager position focuses on enhancing the quality of life and will be primarily responsible for delivering a positive residential experience to all students living in Northumbria owned accommodation. In addition to this the residency living manager will create student living strategies ensuring student services are delivered in line with the corporate business plan.
- Establishing and maintaining excellent working relationships with student services professionals in universities and relevant community organisations, including participation in multi stakeholder committees.
- The position requires an individual who is flexible enough to assume a variety of roles as dictated by the changing needs of students. It is crucial that the residency living manager can relate well to others, work with senior stakeholders internally and externally.
- The residency living manager will pioneer the residency living model through research, development and implementation on a continuous improvement cycle

2. Dimensions – Point out the main figures / indicators to give some insight on the "volumes" managed by the position and/or the activity of the Department.

Revenue FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc						
		Net income growth:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Cash conversion:	tbc						

Characteristics ■ Add point

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Ensuring lines of communication are open and regular news feeds are available at all times.
- Providing uniformity across all 5 sites within the Northumbria portfolio.
- Ensuring proactive engagement with students, stakeholders and colleagues at all times.

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- To support a residency living strategy, continually review the strategy against the business plan and update accordingly.
- Understand and advise the SMT on residency living best practice, staying ahead of the curve at all times.
- Attend various events and conferences across the year, demonstrating we are leaders in the market place.
- Lead your team and empower them to create an exceptional residency living experience for our residents, providing the best platform from which our students can excel at their studies. To create an environment that gives a homely experience where students will choose to remain until they graduate.
- Each year to recruit and train the Residency Adviser (RA) team for each site.
- Lead the on-site Residency Living team, providing direct line management to staff, including conducting regular team briefings, as well as 1-2-1's.
- To manage the RA team ensuring that all sites are covered out of hours.
- Support your team to continually enhance the residency living model experience through the 4 pillars pre arrival, arrival, living and departure, and be at a level above those of our competitors.
- Support Open Days and co-ordinate welcome events for prospective students.
- Provide and maintain a uniformed approach to communications to the students living in Sodexo managed buildings.
- Provide and manage a communications plan throughout the year that enables Sodexo to continuously be able to communicate with students with regards to events, issues etc.

- Provide training and support to designated personnel across the portfolio to enable the best residency living experience possible.
- Ensure that all relevant risk assessments and documentation is completed and approved for each event.
- Maintain, coordinate and promote social media platforms and forums ensuring relevant local site information within university and partner guidelines.
- Support your team to maintain all hard communications medium including site posters, advertisements, and banners to engage with those students not yet on social media.
- Provide an annual events calendar, based on the student demographic and hot topics within the accommodation at the time. Attend and participate in several event meetings with our residents, getting to know them better.
- Lead on the student online induction process ensuring that the information is provided for the operational teams to allow them to send to students.
- Work with the locale in each of the building areas to build a community spirit.
- Work with the local police and fire departments to build great relationships.
- Work with local charities to foster relationships with students and create a community feel
- Work with local businesses to open employment opportunities for students.
- Work in partnership with local businesses, partners, and stakeholders to take advantage of wider resources and maximise attendance at events.
- Support your team to secure student discounts with local businesses.
- Keep up to date with competitor offers and provide options for improved use of existing facilities, evolution of partnerships and events.
- Lead on the delivery of student and customer survey questionnaires. Deliver results in customer and management meetings and to students, agree and implement corrective actions as appropriate.
- A real drive to think outside of the box and ability to challenge the accepted norms of the current PBSA and University structure and wider partners i.e. Student Union involvement.
- To manage all aspects of the team's attendance at work via the internal Kronos System.
- To support with the administration of payroll.
- To be part of the Out of Hours On-call Manager's Rota.

This list is not exhaustive, and the post holder will be expected to carry out other reasonable duties from time to time as requested by management.

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Be an ambassador for the Sodexo residency life programme.
- To support the on-site teams with student behaviour and welfare issues.
- Build strong working relationships across the university.
- Building a strong community feels in the locale to each building.
- Present new and exciting opportunities to drive the estates credibility and reputation within the University.

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- A highly organised individual.
- Sound understanding of social media and communications strategies.
- An ability to lead and influence people.
- Excellent presentation skills
- Possess good communication skills, both verbal and written, including accurate spelling and grammar

and the ability to give explanations and/or instructions clearly.

- Ability to prioritise own workload with minimal supervision and use of own initiative.
- Ability to work quickly and calmly, especially under pressure and in emergency situations.
- Experience of Data Protection and handling sensitive issues in an appropriate manner.
- Experience of working with, and the ability to empathise with people from a diverse range of backgrounds, cultures, and religions.
- Experience of using databases, spreadsheets and other computer-based applications including MicrosoftOffice.
- Flexible attitude to working, including willingness to work overtime, such as unsocial hours and weekends, especially between June and September.

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

▪ Growth, Client & Customer Satisfaction / Quality of Services provided	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	▪ Business Consulting
▪ Commercial Awareness	▪ HR Service Delivery
▪ Employee Engagement	
▪ Learning & Development	