

University of London Job Specification

Job Title: Senior Assistant Hall Manager

Department: Property and Facilities Management

Section: Residential Accommodation

Level: 05

Job Purpose:	To support the Hall Manager to led on the day to day running of the relevant Hall/s, and providing an efficient, effective and customer-focused service to the customer (both internal and external).
1. To support the Hall Manager to manage the day-to-day services of the relevant Hall/s 2. To ensure that all telephone, email, postal and in person queries are answered quickly and professionally and where necessary, to prioritise urgent and emergency matters. 3. To compose and distribute communications to residents through various forms of media and handle all follow up responses from residents promptly, including oversight of escalated matters. 4. To provide administrative support to the Warden and Manager, assisting in communications and scheduling of meetings etc. 5. To ensure the sourcing and pricing of goods and services are in conjunction with the UOL's financial regulations and Procurement policies. 6. To conduct inspections/audits of buildings and produce/update risk assessments. 7. To comply with the hall's responsibilities of the UUK code of practice and other external audits required to support the Universities legislation. 8. To ensure the highest standard of customer service is provided to all residents, guests and visitors. 9. To seamlessly adapt between term time and vacation operations and the differing service level agreements they entail. 10. To be responsible of implementation and ongoing auditing of all Health and Safety procedures and directly liaise with Health and Safety Colleagues to ensure necessary compliance actions are completed within agreed timeframes. 11. To ensure all paper, electronic records and other forms of communication are held in accordance with the University policy and Data Protection legislation, directly highlighting areas of concern to the Hall Manager. 12. To liaise directly and regularly with internal departments, FM Contractors and external parties to ensure a streamlined approach to operating the Hall/s, identify any areas of concern to other department leads	

13. To manage and collate reports of room checks for damage, prohibited items, unregistered overnight guests and for the purposes of the return of deposit at the end of the year, including follow up action to address concerns. 14. To act as a Fire Marshall and First Aider. 15. To actively follow and promote the University of London policies, including the University's Dignity at Work and Equal Opportunities Policy and actively promote these wherever possible. 16. To be the main contact in the hall for all keyworker resident's communications including external communications with third parties for the period of the keyworker occupancy, in accordance with the University's agreements and guidance provided. 17. To identify requirements for communications and actions relating to the ongoing mobilisation of the halls and ensuring requirements are handled promptly 18. To take part in an out of hours call roster in the Hall Managers absence. 19. Any other duties consistent with both the grade and scope of the post 20. Any other duties reasonably required of the postholder by the reporting manager.	
Reports to:	Hall Manager
Responsible for:	N/A
Additional demands of the role:	On certain occasions due to operational demand it may be necessary to work evenings/weekends where appropriate time off in lieu will be given. In the Hall Managers absence to handle urgent or emergency out of hours queries

Person Specification	
<u>EXPERIENCE & PERSONAL QUALITIES</u> <i>Essential:</i> • Demonstrable experience in a role requiring the management of activity over a number of different strands. • Relevant previous experience in a similar working environment, ideally in a residential setting. • Ability to work well with others, both within the department and outside its boundaries. • Ability to deal sympathetically with confidential information. • Ability to improvise, remain controlled in the face of a crisis and apply problem solving skills quickly and effectively to resolve difficulties. • Personable, with a mature, professional and patient manner, the post holder must manifest a genuine interest in Hall affairs and concern for the general wellbeing of	

residents but also have strong customer-service skills and marketing awareness to promote repeat conference business. • Honesty and integrity, and the ability to deal sympathetically with confidential information. • The post holder must have the ability to think on their feet, remaining unflappable in the face of a crisis, and able to apply problem-solving skills quickly and effectively to resolve difficulties.
<u>TECHNICAL KNOWLEDGE & SKILLS</u> <i>Essential:</i> • Good IT skills, including extensive knowledge of Microsoft Office, Internet, word processing, spreadsheets and databases.
<u>EDUCATION & PROFESSIONAL QUALIFICATIONS</u> <i>Essential:</i> • There are no specific educational requirements, however a good standard of numeracy and literacy is necessary to address the financial and communication aspects of the role.

Competency Requirements	Essential	Desirable
Adapting to Change	B	
Commercial Awareness	B	
Creativity and Innovation	A	
Customer Focus	B	
Interpersonal Understanding	A	
Leadership	B	
Managing Resources	B	
Organisational Commitment	A	
Performance Management	A	
Proactivity & Planning	A	
Problem Solving and Decision Making	B	C
Resilience	A	

Self-development and commitment to learning	B	
Striving for Excellence	B	
Working Collaboratively with others	B	C
Competencies are scored on an A-D scale, with D representing the highest demonstration of the competency. For further information on each of the competencies and relevant levels, please refer to the University's Competency Model https://london.ac.uk/sites/default/files/governance/UoL-Consolidated-Competency-Model-%28Updated-Oct-2018%29.pdf		