## Role Profile:

**Job Title:** Off-Campus Student Affairs Manager  
**School/Department:** Campus Life  
**Job Family and Level:** APM Level 5  
**Contract Status:** Permanent  
**Hours of Work:** Full-time (36.25 hours per week)  
**Location:** Based at University Park but working at all sites and related communities  
**Reporting to:** Campus Life Director

### Purpose of the Role:
To co-ordinate "off-campus" student matters on behalf of the University of Nottingham - advising students on responsible relations with local communities, liaising with appropriate community groups and external agencies to act as key representative for the institution and maintain positive relationships between student and non-student residents, and to identify issues which may affect relations so that actions can be taken.

### Main Responsibilities

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<tr>
<th>Main Responsibilities</th>
<th>% time per year</th>
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| **Management of Community Relationships**  
Liaise with appropriate community groups and residents’ representatives together with appropriate external agencies, including Residents Groups, the City Council, Police, Students' Union, and Landlords’ Associations in order to promote greater understanding of “off-campus” issues and to develop appropriate solutions and strategies.  
Support the University's civic engagement strategy, working closely with appropriate colleagues from across the University to develop strategies for ensuring effective liaison and co-operation between the stakeholders and for enhancing the University's standing as a responsible institution in the community context.  
Responsible for the University's Community Chest and any other funding scheme developed in this area – awarding funding, managing and monitoring of spend.  
Actively monitor and proactively engage with students and local residents through social media, working in collaboration with University Communications teams as required  
Gather intelligence on an on-going basis so that potential issues can be identified and so that actions to resolve these issues can be put into place. | 30% |
| **Development of Students as Active Citizens of their communities**  
Actively manage anti-social behaviour and misconduct, acting as an officer of summary jurisdiction in line with the University's Code of Discipline for Students | 25% |
Communicate with UoN students living off campus to advise them on the importance of good behaviour in the community and how to be a responsible and courteous neighbour.

Encourage student engagement with their local communities through the promotion of volunteering and democratic engagement opportunities – working closely with providers within the University, within specific residential areas, and within the city more broadly

Create and deliver educational materials and activities that encourage the development of student citizenship, using creativity in approaching engagement with stakeholders

Actively liaise and engage with wider sector networks and contacts with other Higher Education Institutions to ensure that our practices remain at the leading edge of practice within this area

3. **Welfare Support**
   
   Give due consideration to the University’s Student Health and Wellbeing Strategy through the development and delivery of appropriate campaigns that support student welfare in off-campus settings

   Provide support and signposting to students and their peers and housemates who are experiencing welfare difficulties. This will include carrying out welfare and wellbeing checks on students who live off-campus

   Provide informal mediation between students in their residential settings and between students and other residents as required in order to manage and settle disputes

4. **Residential Experience**
   
   Provide student support to appropriate and agreed contracted third-party accommodation providers, working closely with the Head of Residential Experience, the Head of Accommodation Services, and the Head of Student Welfare

5. **Incident and Crisis Support**

   Provide support to the Campus Life Director as required when there are student incidents or crisis situations in off-campus settings

6. **Any other duties**

   Any other duties appropriate to the grade and role of the post holder.

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Knowledge, Skills, Qualifications & Experience

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<th>Essential</th>
<th>Desirable</th>
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<td><strong>Qualifications/Education</strong></td>
<td>• Degree with some relevant experience or extensive relevant experience in similar/related roles</td>
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| **Skills/Training** | • Strong interpersonal skills including negotiation and influencing skills  
• Strong communication skills, comfortable with challenging the status quo, credible with senior stakeholders  
• Excellent IT skills with knowledge and experience of Microsoft Office  
• Excellent planning and organisational skills  
• Ability to work on own initiative, prioritising and working flexibly as required | • Formal mediation skills and experience  
• An understanding of the principles and practice of student welfare support  
• Awareness of the Higher Education sector and current issues related to student experience and behaviour |
- Collaborative with experience of leading teams to produce positive outcomes
- Ability to handle sensitive and confidential issues and manage conflict effectively

**Experience**
- A proven record of relevant work experience working to support community cohesion and manage community tension
- Experience of developing and delivering initiatives and strategies to enhance community relations
- Experience of staff management and development
- Experience of supporting individuals experiencing distress
- A working knowledge of issues affecting student accommodation gained through experience within this area of work
- Experience of assessing risk and making decisions for action based on that analysis

**Statutory/Legal**
- An understanding of the law in relation to Houses of Multiple Occupancy and Anti-Social Behaviour

**Additional Information**
This is a very high profile, public facing role that has significant responsibility for maintaining and enhancing the University’s reputation within the local community, whilst ensuring that students who live off-campus are supported to achieve academic success whilst at Nottingham. Delivery of the responsibilities of the post requires a careful and sensitive approach in order to improve community relations in the medium to long term. Given the nature of the post, work outside of office hours and flexibility is required.

*The University of Nottingham strongly endorses Athena SWAN principles, with commitment from all levels of the organisation in furthering women’s careers. It is our mission to ensure equal opportunity, best working practices and fair policies for all.*