**Role profile**

<table>
<thead>
<tr>
<th>Job title</th>
<th>Residential Support Manager</th>
<th>Job family and level</th>
<th>Administrative, Professional and Managerial Level 3</th>
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<tbody>
<tr>
<td>School/Department</td>
<td>Residential Experience</td>
<td>Location</td>
<td>University of Nottingham Campuses and 3rd party residences</td>
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**Purpose of role**

The post holder will provide support to the University residential community, working collaboratively with the wider residential experience team, halls operations and security teams. The role responsibilities will be to promote and actively support community cohesion, ensuring that living in student accommodation is a positive experience for students whilst supporting their health, safety and wellbeing needs within the framework of University policies and procedures.

You will be responsible for maintaining a peripatetic presence on the designated accommodation sites, intervening in disruptive or anti-social behaviour and monitoring breaches of the student codes of conduct and accurately reporting through our Student Life system. You will be actively involved in dealing with and supporting students that require assistance, supporting and promoting student wellbeing amongst the student community, and reporting types of behaviour and wellbeing concerns that require further intervention to the Residential Experience team. This role will include preparing written statements and reports, being a point of contact for students, and working to prevent and/or manage incidents. You will be a team player as the role requires you to work collaboratively with Halls staff and our Security team to actively manage a range of situations and incidents that may occur e.g. Fire and emergency evacuations. You will be effective at problem solving with lots of common sense, you must have excellent written and verbal communication skills, be a positive, approachable and proactive person with excellent customer service skills.

**Main responsibilities**

(Primary accountabilities and responsibilities expected to fulfil the role)

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<tr>
<th>Management - Residential Experience</th>
<th>% time per year</th>
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<tr>
<td>▪ To ensure a customer focused and positive experience for all students residing in University Halls of Residence (including 3rd party) upholding the University’s values and behaviours. Acting as a point of contact for student complaints, enquiries, maintenance reports and wellbeing matters.</td>
<td>25%</td>
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<td>▪ To support and promote student wellbeing amongst the student community, and reporting types of behaviour that may substantiate students needing support to the Residential Experience team.</td>
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<td>▪ Support the wider Residential Experience team in the creation, ongoing development, and delivery of the Residential Experience Plan focusing on community building, student welfare support, and personal development.</td>
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|   | ▪ Support the management, training and on-going supervision of the Residential Assistant team.  
  ▪ Liaise with Halls and buildings management staff regarding relevant student matters.  
  ▪ To establish effective working relationships with internal stakeholders (Halls Management, Security, Estates, Wellbeing etc.), contributing to developments and improvements in service delivery. |

| 2 | **Pastoral care and welfare support**  
  ▪ Be the first line of contact for pastoral care support, signposting students and their peers and housemates who are experiencing welfare difficulties. This will include carrying out welfare and wellbeing checks on students in both on-site and off-campus residential accommodation  
  ▪ Provide informal mediation between students in their residential settings and between students and other residents as required in order to manage and settle disputes  
  ▪ Make appropriate referral decisions for welfare issues that cannot be easily resolved or that require professional or emergency support to the relevant University or external services.  
  ▪ Respond, report and manage unsatisfactory student behavior and/or wellbeing issues within the residences using approved protocols. |

| 3 | **Management of community relationships**  
  ▪ Liaise with appropriate community groups and residents' representatives together with appropriate external agencies in order to promote greater understanding of "off-campus" issues and to develop appropriate solutions and strategies for ensuring effective liaison and co-operation between the stakeholders  
  ▪ 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 and manage the data appropriately.  
  ▪ To develop good working relationships with emergency services, other University services, utilising these relationships when dealing with incidents which may occur in accommodation. |

| 4 | **Incident, crisis support and the development of students as responsible citizens of their communities**  
  ▪ Actively manage student-related incidents that take place within site Halls / Residences working collaboratively with others including University Security as required to resolve matters and support students.  
  ▪ Provide support to the Residential Experience Managers, Head of Residential Experience, Off-Campus Student Affairs Manager, and Campus Life Director as required when there are student incidents or crisis situations in off-campus settings  
  ▪ Assist the Residential Experience Team to manage anti-social behaviour and misconduct at the campus, in line with the University’s Code of Discipline for Students to ensure that respectful and appropriate behaviour is maintained.  
  ▪ To pro-actively encourage and manage student residents to be responsible members of a cohesive community within agreed procedures, working alongside University security colleagues. |

| 5 | **Any other duties**  
  ▪ To assist Halls teams and Security with announced and unannounced fire evacuations. |
The post holder will require a full driving license (maximum 6 points) and use of own vehicle with appropriate insurances in place (Use of vehicle for University purposes will be reimbursed)

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

To follow University Health and Safety Policies to support the prevention of accidents and protect the safety of all site users, mitigating risks that could affect day to day operations on site.

To support and uphold University values and behaviours recognising your contribution to the overall operation and the student experience in particular.

Please note this role is out of hours and hours will be 8pm to 4am including weekends. There will be a rota system in operation.

Person specification

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<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>▪ Ability to work both independently and as part of a team.</td>
<td>▪ Ability to influence a range of internal and external stakeholders.</td>
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<td>▪ Problem solving skills.</td>
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<td>▪ Ability to establish and maintain effective working relationships with people at all levels</td>
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<td>▪ Ability to prioritise work effectively and meet deadlines</td>
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<td>▪ Ability to work and plan strategically</td>
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<td>▪ First line supervisory skills – scheduling, monitoring and reviewing work by others</td>
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<td>▪ Excellent interpersonal skills that build trust and respect.</td>
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<td>▪ Advanced analytical skills, with a solution focussed and innovative approach to problem solving.</td>
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<td>▪ Ability to multi-task and manage a diverse workload</td>
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<td>▪ Ability to think creatively and initiate ideas.</td>
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<td>▪ Excellent IT skills including advanced Microsoft Office applications.</td>
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<td>▪ Proven conflict management and mediation skills.</td>
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Skills
| Knowledge and experience | ▪ Computer literate, with a good base of working with the Microsoft Office suite and social media.  
▪ An understanding of the principles and practice of student or young people’s welfare  
▪ Awareness and Understanding of how student halls and accommodation operate.  
▪ Evidence of experience of dealing with students / young people offering support as appropriate  
▪ Ability to handle sensitive information confidentially and follow relevant procedures.  
▪ Understanding and knowledge of Equality and Diversity  
▪ Experience of incident investigation and reporting  
▪ Enthusiastic and dynamic personality, approachable  
▪ Flexible approach to work  
▪ A passion for delivering excellent customer service  
▪ Clear ability to work effectively with and motivate / inspire students.  
Demonstrable focus on quality and excellence. |
| Qualifications, certification and training (relevant to role) | ▪ Administrative experience at a level which requires minimum supervision.  
▪ HND/HNC in a relevant subject or considerable experience in a relevant role OR  
▪ Broad substantial relevant experience with development through progressively more demanding work  
▪ Evidence of basic literacy and numeracy i.e. GCSE Maths and English Grade C or above.  
▪ Evidence of further education e.g. A Level, NVQ Level 3 (or equivalent), RSA (or equivalent)  
▪ Experience of working in Higher Education.  
▪ First aid qualification  
▪ Mental health first aid qualification  
▪ Customer Service qualification.  
▪ SVLO training  
▪ Conflict resolution |
| Statutory/legal requirements | ▪ A full driving license (maximum 6 points) |
The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.
Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University’s strategy, vision and values. The following are essential to the role:

Valuing people
Is friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.

Taking ownership
Is clear on what needs to be done encouraging others to take ownership. Acts when required, being mindful of important aspects such as H&S, EDI and other considerations.

Forward thinking
Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.

Professional pride
Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.

Always inclusive
Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

Key relationships with others