



Job title	Residential Experience Officer	Job family and level	Administrative, Professional and Managerial Level 3
School/ Department	Residential Experience Student Living	Location	All Campuses (location of cluster halls will be assigned)

The Residential Experience Officer team are at the forefront of student experience and based in halls across the University Accommodation portfolio. In the role of Residential Experience Officer, you will assist in the fulfilment of the Residential Experience Teams objectives, relating to providing in hall support and delivery of the wellbeing and enrichment programmes.

You will achieve this through delivering a programme which complements students' academic studies, and provide them with the opportunity to connect with others, grow as individuals and thrive in living their best student experience.

You will work with multiple stakeholders such as external event companies, UoN Sport, Student Wellbeing team, Student Union and Hall Operations.

You will be a team player as the role requires you to work collaboratively with a range of internal and external stakeholders. You will be effective at problem solving, have excellent written and verbal communication skills and be positive, approachable, and proactive.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>Residential Experience Delivery</p> <ul style="list-style-type: none"> To ensure a customer focused and positive experience for residents living in halls across the accommodation portfolio. Support on logistics, ordering, procurement, and delivery of resources to venues. Assist in the recruitment, training, and deployment of Residential Ambassadors Lead the Senior residential Ambassadors to ensure effective programme delivery. 	75%

	<ul style="list-style-type: none"> • Promote a sense of community and inclusion within the halls by seeking feedback from residents to add complementary activities. • Engage all residents within your halls to drive communities and personal growth. • Work along side multiple stakeholders such as student wellbeing team, UoN Sport, Student Union and residents to ensure localised personalisation to student residents is reflected in the annual programme. • Support the completion of all necessary documentation, such as Risk and Equality Impact assessments etc. • Report and record any student related welfare incidents on Student Life and liaise with Wellbeing Officers where necessary. • Assist in ensuring all activities are costed accurately to ensure budget requirements are adhered to. • Complete all necessary reporting and forecasting related to allocated budget. 	
2	<p>Team work, Partnership and Relationship building</p> <ul style="list-style-type: none"> • Collaborate with colleagues across the University and third party providers to ensure effective promotion and delivery of the residential experience. • Establish effective working relationships with external and internal stakeholders (Halls Management, Security, Estates, Wellbeing, Student Union etc.), contributing to developments and improvements in service delivery. • Work closely with the Student Communications and Engagement Officer to obtain footage and resources to aid in promotional campaigns. 	15%
3	<p>Research, insight, and analysis</p> <ul style="list-style-type: none"> • Conduct insight surveys and focus groups, or any other associated methods to understand the needs and interests of students. • Collect, review and analyse student feedback. • Compile and present reports on the ResX events and activity programme as requested. • Share learnings with all relevant partners and stakeholders. • Use GLSI index to monitor and improvement satisfaction levels within assigned halls. 	5%
4	<p>Any other duties associated within student living appropriate to the grade and role of the post holder as directed by Residential Experience Manager Delivery, Programme or Wellbeing , Student Living Communications and Engagement Manager, Senior Residential Experience Manager, Head of Residential Experience and Associate Director Student Living.</p> <ul style="list-style-type: none"> • The post holder will be required to be flexible on hours to suit the demands of the role and expected to manager their own time effectively to ensure service delivery which may involve evenings and weekends. • To drive a University Fleet vehicle as required. 	5%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> • Ability to work both independently and as part of a team. • Ability to establish and maintain effective working relationships with people at all levels • Ability to prioritise work effectively and meet deadlines. • Excellent interpersonal skills that build trust and respect. • A solution focussed and innovative approach to problem solving. • Ability to multi-task and manage a diverse workload • Excellent IT skills including advanced Microsoft Office applications, content creation software and social media. 	<ul style="list-style-type: none"> • Ability to influence a range of internal and external stakeholders.
Knowledge and experience	<ul style="list-style-type: none"> • Experience working both in a team and on own initiative. • A customer service focus • Experience of coordinating multiple projects or events simultaneously • Ability to handle sensitive information confidentially and follow relevant procedures. 	<ul style="list-style-type: none"> ▪ Experience of working in the Higher Education ▪ Awareness and Understanding of how student halls and accommodation operate ▪ An understanding of safeguarding
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> • Evidence of basic literacy and numeracy i.e. GCSE Maths and English Grade C or above. 	<ul style="list-style-type: none"> • A related degree or equivalent

Statutory/legal	<ul style="list-style-type: none"> • Knowledge and awareness of equality and diversity 	<ul style="list-style-type: none"> • A full driving license (maximum 6 points)
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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. Takes action 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

