



Job title	Residential Experience Manager – Operations	Job family and level	Administrative, Professional and Managerial Level 4
School/ Department	Residential Experience - Student Living	Location	All campuses

Purpose of role

One of two posts to deliver and manage a team of Residential Experience Officers and a team of Student Ambassadors (circa 100) across 30 halls of residence, both on and off campus.

You will be required to plan logistics of both people, processes and equipment to ensure the delivery of the Residential Experience Living & Learning programme which include providing a programme of events to facilitate community building, socialisation and personal development of student residents.

You will manage and support the work of Residential Experience Officers and the work of student Residential Ambassadors deployed across the University of Nottingham accommodation portfolio, to ensure all students benefit from the experience of communal living and integrate effectively into the university community.

A key part of the role will be to effectively deliver the Residential Experience programme by leading your team and working with appropriate colleagues and stakeholders both within and outside of the university to ensure allhHalls have adequate staffing and presence in an engaging and efficient operation.

You will support the Head of Residential Experience to ensure that the people, processes and systems are in place to deliver an exceptional residential experience and to focus on student pastoral care, education and experience are managed.

This is focused customer service role and requires a dynamic individual to lead and motivate a remote team.

This role supports evening and weekend activities and will require working outside of the normal university business hours.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	Event planning and programme activity <ul style="list-style-type: none">Support the Officer team to design and plan a comprehensive and high-quality programme of small scale student-focused events that support the residential experience objectives, the university's Student Experience strategy and university KPIs.Ensure all activity is evaluated and student voice is captured regularly to inform the development of future events.Ensure all activity follows the university's event processes and develop local event processes to supplement university processes as needed	45%

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
	<ul style="list-style-type: none"> ▪ Apply initiative to devise varied and creative event formats, with a focus on audience needs and Residential Experience objectives. ▪ Make independent decisions to resolve problems and ensure the success of event delivery. ▪ Ensure spaces and delivery is appropriate to all students within the EDI space. 	
2	Teamwork and stakeholder management <ul style="list-style-type: none"> ▪ Lead a team of ResX Officers and support them in their professional development and their line management of student staff. ▪ Work with the other Operations Manager to support consistent supervision practices and creation of the ResX Living and Learning programme. ▪ Collaborate with colleagues across the University and third party providers to ensure the programme activity is suitable. ▪ Develop valuable networks and strong working relationships with external partners, estates, and hall teams to effectively plan and deliver the programme across all halls within the university portfolio. ▪ Ensure excellent customer service is always provided to stakeholders. ▪ Work closely with the Student Engagement Manager to support communications plan and enable promotion of programs in a timely manner. ▪ Work closely with the Residential Experience Manager to co-construct the overall programme and enable effective delivery, including timely updates to ensure adequate resources can be scheduled. ▪ Work closely with halls operational staff to ensure all halls are delivering high student experience. ▪ Student voice promotion to action plan improvements in halls. 	25%
3	Financial management <ul style="list-style-type: none"> ▪ Manage and monitor a non-pay budget for events to ensure the most effective use. ▪ Manage systems and finance reporting to university policies and procedures. ▪ Manage the purchasing practices of officers and the distribution of materials for events and activities. ▪ Follow University procurement policies and procedures. ▪ Manage and monitor timesheets for Residential Ambassadors. 	20%
4	Other <ul style="list-style-type: none"> ▪ Any other duties associated with student living appropriate to the grade and role of the post holder as directed by Senior Residential Experience manager, Head of Residential Experience and Associate Director Student Living. ▪ The post holder will be required to be flexible on hours to suit the demands of the role and expected to manage their own time effectively to ensure service delivery. ▪ To drive a university fleet vehicle as required. 	5%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Excellent planning skills and the ability to balance conflicting deadlines and multiple priorities. ▪ Excellent interpersonal skills, with the ability to engage with people across the spectrum with responsibility and experience. ▪ Good analysis skills with which to monitor and assess student and community issues. ▪ Delivery focused to ensure projects are completed successfully on time. ▪ Excellent IT skills including advanced working knowledge of Microsoft Office applications (e.g., Outlook, Word, Excel, PowerPoint and Access). ▪ Ability to plan and manage a operational delivery of large teams. ▪ Ability to manage stakeholder effectively. 	<ul style="list-style-type: none"> ▪ The 'Essential' skills developed within a comparable working environment.
Knowledge and experience	<ul style="list-style-type: none"> ▪ Experience of events management, including largescale/high profile events. ▪ Experience of managing the successful delivery of concurrent projects and competing priorities under pressure to meet strict deadlines. ▪ A proven record of providing and developing programs of activity aimed at increasing social cohesion and a sense of community within a particular setting. ▪ Evidence of experience of dealing with students/young people offering support as appropriate. ▪ Experience of student incident management, working as a team to support students in crisis. ▪ Collaborative with experience of managing teams to deliver under pressure. ▪ Experience of managing positive internal and external relationships. ▪ Experience of managing budgets. ▪ Experience of managing change in systems and processes, and implementing new ways of working. ▪ Experience of planning, prioritising, and managing workload, projects, and deadlines. 	<ul style="list-style-type: none"> ▪ Broad knowledge of accommodation, residential experience. ▪ Awareness of the Higher Education sector and current issues related to student experience and behaviour. ▪ A proven record of relevant work experience working to support community cohesion and manage community tension. ▪ Knowledge of Kx system.

	Essential	Desirable
	<ul style="list-style-type: none"> ▪ Experience of working collaboratively and in teams to deliver projects successfully. ▪ Experience of leading and managing a high performing team and developing staff. ▪ Understanding of, and experience of working to relevant regulation policies such as Data Protection Act, Disability Discrimination Act, etc. 	
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ Educated to degree level or equivalent with experience in a relevant role or proven experience gained in a similar/related role. ▪ Full, current driving license. 	<ul style="list-style-type: none"> ▪ First Aid trained. ▪ Any appropriate Social care / pastoral care training or qualifications. ▪ SVLO. ▪ MH First Aid. ▪ Health and safety.
Statutory, legal or special requirements	<ul style="list-style-type: none"> ▪ Flexible approach to work patterns as this role is required to work evenings and weekends. ▪ A commitment to delivery of high standards of professional service. 	.



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 Health & Safer, Equality, Diversity & Inclusion 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

