## JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Assistant Customer Operations Manager – Residential</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department / Unit:</td>
<td>Commercial Services</td>
</tr>
<tr>
<td>Grade:</td>
<td>RHUL 7</td>
</tr>
<tr>
<td>Accountable to:</td>
<td>Residential Customer Operations Manager</td>
</tr>
<tr>
<td>Accountable for:</td>
<td>All Residential Customer Operations and Post Staff</td>
</tr>
</tbody>
</table>

### Purpose of the Post

- The Residential Customer Operations Manager is a management role within Commercial Services Department and the post will be one of a team of four that is responsible for the successful management of the College's Residential teams to optimise the financial objectives and provide superior service and visitor experience.

- This particular role will be responsible for leading an allocated number of Senior Residential Advisors – Reception and Post and Residential Customer Advisors to deliver a wide range of services across 5 Receptions and College Post Rooms.

- They will work closely with cross functional teams and will be expected to lead, promote and develop inspirational customer service to students, residents, staff, guests and visitors to the College.

- To plan and manage the day to day aspects of the Residential Receptions/Post Areas within the Residential section of Commercial Services and ensure services are delivered across the all of halls of resident receptions/post rooms as per designated operating hours and service standards.

### Key Tasks

#### Role Specifics

- To be responsible for the recruitment, control, leadership and development of the Senior Residential Advisors, Residential Customer Advisors and Post staff.
- To manage and support a culture of high quality standards and proactive service delivery within the residential and postal services teams that inspire and develop a culture of high quality standards and service ethos.
To be Duty Manager and participate in the Residential Services duty rota covering the 7 day operation (including weekends) in both term and vacation periods and when necessary respond to all Residential Services requirements.

Provide input for the development of good quality reception, post, accommodation support services and contracted services.

To develop a communicative and proactive environment to support product knowledge to deliver an exceptional residential experience and proactively liaise with cross service teams.

To work with the Residential Customer Operations Manager in devising occupancy, income and expenditure strategies and implementing agreed yearly action plans.

To hold regular briefings/meetings with the relevant residential teams and provide inspirational leadership to customer operations teams to develop a culture of continuous improvement.

To be responsible for the Senior Residential Advisors – Reception and Post and their Team Members, including monitoring of timekeeping, absence, sickness, discipline, conducting PDR’s and regular one to ones, coaching, mentoring and return to work interviews.

Identifying and meeting training needs of the Senior Residential Advisors, Residential Customer Advisors and Post staff.

Ensuring all residential teams operate at the highest standards and adhere to the standard operating procedures.

To coordinate IT and Access Control systems to ensure maximum effectiveness and use of those systems.

Review daily processes to maximise operational effectiveness and efficiency and create a culture of positive professionals.

To review operating solutions and ensure the residential operation is in line with current accommodation provider trends to enhance the student experience and be a proactive support for the residential cyclical maintenance and refurbishment programme.

To coordinate all enquiries made through the designated EMS system and ensure they are dealt with in line with agreed Service Level Arrangements (SLA’s).

To coordinate the gathering of Data through the Enquiry Management System (EMS) and associated tools to monitor effectiveness of service delivery (Service Level Arrangements (SLA’s)) and to help inform proactive maintenance, cyclical works programmes and contracted performance.

To coordinate and monitor the use and performance of Amazon Lockers across the residential areas and prepare quarterly reports on activity.

In conjunction with the Assistant Residential Contracts and Facilities Manager ensure that all bedrooms and associated areas for student and commercial letting are allocated in advance, including areas and bedrooms for refurbishment and planned maintenance works.

To ensure the hall access control systems and suited key sets across the residential buildings are issued correctly and securely stored, and all door locks programmed and locking correctly.

To ensure the College Post Van is maintained and roadworthy and all designated drivers have approved status.
**Customer Focus**
- Embracing a culture of delivering inspirational customer service and that customer feedback is gathered, analysed and used effectively to drive service improvements and enhancements
- Participate in the exchange of ideas, development and implementation of new processes to enhance the student experience and drive customer care for all customer segments
- Develop positive relationships and partnerships with key college services and contractors to deliver an effective and efficient service that has quality and value for our customers.
- To ensure the pastoral care and welfare services / support is available for students and staff and to initiate action by signposting to relevant others.
- To monitor and apply the latest code of practice guidelines in relation to releasing information to third parties and ensuring data protection laws are obeyed.

**Financial**
- To maintain all areas to sound financial principals and ensure appropriate controls are maintained as required.
- To actively support the development of new business opportunities to maximise bottom line profit and contribute to business cases for the enhancement of existing and new facilities
- To ensure any marketing initiatives are supported and delivered within agreed financial and service targets (SLA’s).
- To ensure that the pricing strategy achieves key organisational objectives by delivering bottom line profit, whilst ensuring value for money for all customers
- Assisting with the compilation of the annual budget
- Provide monthly statistics on financial performance to the Residential Manager’s.
- To coordinate occupancy and commercial income streams and ensure all costs are in line with budget and forecast

**Administrative**
- To ensure written correspondence is carried out to a high standard of literacy and coordinate templates for teams to respond to routine enquiries.
- To ensure effective communication to all accommodation users in particular to ensure timely information to larger groups of residents of impending work or issue other service related information.
- Coordinate all complaints received relating to reception, post, accommodation services and contracted services and coordinate communication content/platforms for proactively keeping our customers informed.
- Coordinate the preparation of effective and timely information exchange to all key stake holders ahead of special events i.e. Start of Session.

**Legislative and Compliance**
- Ensure all relevant administration is completed in a timely way
- To contribute to departmental SWOT analysis that will assist in creating relevant business cases, to present to the Commercial Services Management Team for business review.
To prepare reports on various aspects of the business to review performance and contribute to change

Other Duties

- Commercial Services operate a ‘one team’; approach to service delivery, therefore all post holders are expected to support colleagues with an integrated team approach. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

- The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted. The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College.

Internal and external relationships

The following list is not exhaustive but the post holder will be required to liaise with:
- Colleagues within Commercial Services
- Colleagues across other Professional Services areas in particular but limiting to the SSC, Estates Help and Quality Performance teams etc.
- Academic Staff Colleagues
- External Supplier/Contractors, Agencies, Associations and Other HE Institutions
- Students and Visitors