

JOB DESCRIPTION

Job Title:	Assistant Manager – Soft Services
Department / Unit:	Commercial Services/Residential Services
Job type	Permanent – full time
Grade:	RHUL 7
Accountable to:	Residential Contracts and Facilities Manager
Accountable for:	All Residential Contract and Facilities staff
Purpose of the Post	
<ul style="list-style-type: none"> • The Assistant Residential Contracts and Facilities 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, Residential Assistants and Contracted Service Providers to deliver a wide range of services across 10 Halls and 11 Family Houses. • They will work closely with cross functional teams and will be expected to plan and manage the delivery of services by contracted in and out services and manage a team to carry out and record inspections of properties and contracted services and to promote, develop and deliver 'Inspirational Customer Service' to students, residents, staff, guests and visitors to the College. • To plan and manage the Facilities and Contracted Services and ensure that tasks and resource across the residential accommodation, associated areas and contracted services are coordinated and delivered 	
Key Tasks	
Role Specifics	
<ul style="list-style-type: none"> • To be responsible for the recruitment, control, leadership, development, training and motivation of the Senior Residential Advisors and Residential Assistants. • To manage and support a culture of high quality standards and proactive service delivery within the residential and contracted service 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 7day operation (including weekends) in both term and vacation periods and respond to all Residential Services requirements • Provide input for the development of high quality accommodation support service 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 serviceteams. 	

- To work with the Residential Contracts and Facilities Manager in devising efficient 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 ensure our Contracted Service Partners develop a culture of continuous improvement.
- To be responsible for the Senior Residential Advisors – Contracts and Facilities and their Team Members, including monitoring of timekeeping, absence, sickness, discipline and conducting PDR's and coordinating regular one to ones, coaching, mentoring and return to work interviews.
- Identifying and meeting training needs of the Senior Residential Assistants and the Residential Facilities Assistants.
- Ensuring all residential teams operate at the highest standards and adhere to the standard operating procedures.
- To coordinate with the residential operations team IT/access control systems to ensure maximum proactive maintenance of those systems.
- Review daily processes to maximise operational effectiveness and efficiency of the residential buildings, facilities team and contracted services by creating a quality environment with positive professionals.
- To review operating solutions and ensure accommodation buildings and contracted services are in line with current accommodation 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 Enquiry Management System (EMS) and ensure they are dealt with in line with agreed Service Level Arrangements (SLA's).
- To coordinate the gathering of Data through KxInspections and EMS to monitor effectiveness of service delivery (Service Level Arrangements (SLA's)) and to inform proactive maintenance, cyclical works programmes and contracted performance.
- In conjunction with the Assistant Residential Customer Operations Manager ensure that all bedrooms and associated areas for student and commercial letting are clean and fit for occupation as per the advanced bedroom allocation plans.
- To ensure the hall access control systems and suited key sets across the residential buildings are maintained, keys and cards issued correctly and securely stored, and all door locks serviced and locking correctly.
- To ensure all information notice boards are as per set College and Residential Services standards, clean, tidy and information displayed is current and relevant to the business periods.

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
- Carry out regular operational meetings with all contracted service providers to monitor the performance of financial budgets and agreed SLA's and provide appropriate and timely reports on performance.

Financial

- To maintain all areas to sound financial principals and ensure appropriate controls are maintained as required.
- To actively develop 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 contracted pricing strategies 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 and contractor performance to the Residential Contracts and Facilities Manager.
- To coordinate delivered services both internal and external 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 requests and complaints received direct or through the reception teams relating to accommodation services, contracts and work with the reception and post teams to communicate 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

