



## Job Description

<b>Job Title:</b>	Summer Intern – Residential Facilities & Soft Services
<b>Directorate / Unit:</b>	Commercial Services – Residential Services
<b>Job type:</b>	Professional Services
<b>Grade:</b>	RHUL 2, Casual Contract
<b>Accountable to:</b>	Assistant Residential Contracts & Facilities Manager
<b>Accountable for:</b>	N/A
<b>Purpose of the Post</b>	
<p>The purpose of the role is to support the commercial summer business and preparation to welcome our new students whilst developing their understanding of facilities management and learning skills to improve the post holder's employability post-graduation.</p> <p>The Summer Intern will support the Residential Facilities team in delivering high-quality, safe, and well-maintained accommodation across the University's residential estate during the summer operational period. The role assists with facilities checks, contractor monitoring, administrative processes, and customer service for students, staff, and commercial guests. This internship provides hands-on experience within a busy operational environment and offers development in facilities management, customer service, and commercial operations.</p>	
<b>Key Tasks</b>	
<b>Facilities and Operational Support</b>	
<ul style="list-style-type: none"> <li>• Support the Assistant managers in the delivery of the university's accommodation</li> <li>• Assist with routine inspections of bedrooms, communal areas, external spaces, and associated facilities to ensure they meet cleanliness and maintenance standards.</li> <li>• Support room readiness activities for summer residents and conference guests.</li> <li>• Record and monitor maintenance requests using departmental systems.</li> <li>• Assist with stock control, including linen, equipment, and consumables.</li> <li>• Support oversight of waste and recycling processes in line with university procedures.</li> <li>• Engage with facilities management software, including Kinetics and Planet.</li> </ul>	
<b>Customer Service</b>	
<ul style="list-style-type: none"> <li>• Act as a professional, helpful point of contact for students, visitors, and conference guests.</li> <li>• Handle basic enquiries and signpost individuals to relevant support or service teams.</li> <li>• Contribute to a culture that promotes inspirational customer service within Residential Services.</li> </ul>	
<b>Administrative Support</b>	
<ul style="list-style-type: none"> <li>• Assist with email inbox monitoring and respond within agreed service timeframes under supervision.</li> <li>• Maintain accurate records, inspection data, and documentation.</li> </ul>	

- Support communication processes for residents, including notices and updates.

### **Compliance and Safety**

- Assist in completing basic Health & Safety checks and recording outcomes.
- Work in accordance with data protection legislation and confidentiality requirements.
- Follow all departmental procedures, risk assessments, and safe working practices.

### **Other Duties**

- Undertake training to support employability and post-graduation employability
- Provide general support to the Residential Facilities team as required.
- Complete as agree a end of internship report/presentation
- The post holder may be asked to undertake additional responsibilities appropriate to the role.
- Support the broader Commercial Services team through a 'one team' approach.
- May be required to work at any University location.
- Provide general support to the Residential Facilities team as required.

### **Our Values**

Advancing equity and inclusion is central to our identity as a University of Social Purpose, guided by our values of being Respectful, Innovative, Open, and Daring. We strive to build a fair and inclusive environment for all colleagues and students, where we challenge ourselves and others with integrity, and approach difference with understanding and kindness. Every member of our community is expected to treat others with dignity, work collaboratively across a wide range of backgrounds and perspectives, and contribute to a place where everyone can participate fully and feel valued.

## Person Specification

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

**Job Title:** Residential Facilities & Soft Services - Intern

**Department:** Residential Services

Criteria	Essential	Desirable
<b>Knowledge, Education, Qualifications and Training</b>		
Educated to GCSE standard.	x	
Good IT skills and understanding of computerised systems.	x	
Smart Phone level computer skills.	x	
Understanding of Health & Safety.	x	
<b>Skills and Abilities</b>		
Ability to deliver whilst working under pressure.	x	
Ability to coordinate simple tasks and manage customer enquiries.	x	
Good communication skills, both face-to-face and written.	x	
Good organisational and problem-solving skills.	x	
Ability to follow instructions accurately.	x	
Strong organisational and problem-solving skills.	x	
Flexible and adaptable approach to work.	x	
Ability to remain active and mobile around campus for prolonged periods.	x	
<b>Experience</b>		
Experience in a customer-facing role.		x
Basic record-keeping or administrative experience.		x
<b>Personal and Interpersonal Qualities</b>		
Friendly, professional manner when interacting with students, staff, and visitors.	x	
Willingness to take initiative under guidance	x	
<b>Other requirements</b>		
Ability to work some weekends or shifts depending on business needs.	x	
Ability to move around residential buildings and carry out physical tasks such as room checks.	x	