

## JOB DESCRIPTION

<b>Job Title:</b>	Residences Manager
<b>Grade:</b>	6
<b>Reporting to:</b>	Head of Safety & Support
<b>Basis:</b>	Full-time. Permanent.
<b>Responsible for:</b>	Residences Officers, Residences Reception and Post, Housekeeping and Porters, ResLife  Annual Budget circa. – £1m

### Context of the Role:

Falmouth Exeter Plus is the service delivery partner of Falmouth University (Falmouth) and the University of Exeter (UoE). Delivering shared services and facilities for both partners in Cornwall underpinned by close collaboration with The Students Union (the combined students' union for Falmouth and UoE (Cornwall)).

We are a private company limited by guarantee with charitable status, wholly owned by Falmouth and UoE on a 50:50 basis.

The Campus Services Directorate is responsible for delivering key services to staff and students at Falmouth and Penryn Campuses. These services include Facilities Management, Residential Services, Campus Safety and Support, Hospitality and Catering Services and Sports and Nursery Services.

### Overall, Purpose of the Role:

The Residence Manager will be responsible for leading the operational delivery of a range of functions across Penryn Campus residential locations and university nominated accommodation within the local area and will have a focus on effective delivery of services including out of hours welfare support with guidance from the Student Support team, where necessary.

As a key member of the Campus Safety and Support management team, the post holder will be required to contribute to creating a positive, healthy, and safe living environment for students. Working closely with our university partners and internal colleagues including Student and Academic Support teams and Safety and Support teams, the primary purpose of this role is to develop and maintain a safe and supportive environment conducive to promoting social and intellectual growth.

The Residences Manager will hold responsibility out of hours for all areas of Penryn campus accommodation and agreed off-site accommodations in line with policy, process, and service level agreements.

### **Specific Duties and Responsibilities:**

1. Working with colleagues in FX Plus and in collaboration with partner institutions, build and implement operational plans to deliver the requirements of accommodation related aspect of the universities' strategies. Including management of the operational team and the oversight of commissioned work.
2. Lead the Residences team, creating a culture of accountability, collaboration, and high standards. Mentor and develop team members to enhance their skills and contribute to their professional growth.
3. Actively monitoring the performance of other FX plus service delivery areas proactively overseeing and addressing building and maintenance issues, including raising service requests and reporting safety concerns. Work in partnership with the Estates team to ensure timely and effective resolution of reported issues.
4. Provide support to Safety and Support staff and assist with the response to emergency situations within student accommodation.
5. Maintain a safe and positive learning community in residences through active engagement with students.
6. Utilise solution orientated skills to resolve routine accommodation disputes and oversee policy enforcement where necessary.
7. To respond out of hours to any accommodation related incidents which cannot be resolved by operational teams and requires escalation up to, and including, FX Plus's incident response protocol.
8. Develop and maintain a safe, vibrant and inclusive community atmosphere by organising and executing events that facilitate social integration for all resident students.

### **General Duties and Responsibilities:**

1. Foster collaborative relationships with lead University representatives, to assist in ensuring services are tailored to meet their specific needs and objectives. Maintain regular consultations to gain insights into evolving service requirements and act as a trusted advisor, offering expert guidance to effectively address their goals.

2. Develop and implement strategic plans which aligns with the evolving needs of our university partners, ensuring service offerings remain responsive to changing demands and trends.
3. Achieve service objectives with professionalism, expertise, and efficiency, considering the diverse needs of our customers and striving for excellence in service delivery.
4. Support a culture of service excellence across the service portfolio, ensuring all areas meet performance and service standards for our university partners. Prioritise fairness, efficiency, and responsiveness to customer needs in all interactions.
5. Demonstrate a collaborative and positive mindset, prioritising teamwork, and long-term sustainable solutions. Recognise the equal importance of relationships and achievements/outcomes and foster a culture of learning and mutual accountability.
6. Support keeping FX Plus Falmouth and the UoE compliant with all legislation and adopted standards, including but not limited to Health & Safety, Equality, and Safeguarding.
7. Ensure sound financial planning and management to optimise resource allocation and sustainability within the service domain, in alignment with the overall financial strategy approved by the FX Plus Board.
8. Identify, monitor, and mitigate functional and organisational risks, ensuring compliance with relevant legislation and policies while maintaining operational effectiveness.
9. Ensure the activities of the service area and of FX Plus are conducted in line with its Sustainability, Environmental and Health and Safety Policies.
10. Promote Equality, Diversity, and Inclusivity within FX Plus, challenging discriminatory practices and behaviours while fostering an approachable environment as a 'Trusted Ally'.
11. Collaborate effectively with senior leadership peers to cultivate a culture of excellence, innovation, and efficient service delivery across the organisation.
12. Champion a culture of continual improvement within the service domain, actively seeking opportunities for effective change and proposing innovative improvement initiatives.

13. Ensure compliance with FX Plus Sustainability and Environmental Policies in all activities and decision-making processes.
14. Manage and enhance stakeholder relationships across the partnership, local community, sector, and supply chain, fostering strong connections and mutual understanding.
15. Actively engage in and promote organisational processes, training, and activities necessary for effective service delivery and professional development.
16. Demonstrate a flexible attitude to change and actively support the Universities and FX Plus in evolving to meet existing and future needs, undertaking additional duties as necessary to support the effective functioning of the service portfolio, without altering the core responsibilities of the role.

**Job Title: Residences Manager****PERSON SPECIFICATION**

<b>Qualifications</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Relevant degree or professional qualification or equivalent relevant work experience</li> <li>• Full clean driving licence</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• First aid certificate or ability to obtain within a reasonable timescale.</li> <li>• Mental Health First Aid or ability to obtain within a reasonable timescale.</li> <li>• ASIST (suicide prevention training) to ability to obtain in a reasonable timescale.</li> <li>• IOSH (Institution of Occupational Safety and Health) managing safely or equivalent or ability to obtain in a reasonable timescale.</li> </ul>
<b>Knowledge and experience</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Demonstrable leadership in the delivery of operational services in comparable environment.</li> <li>• Leadership and management of people and teams</li> <li>• Planning and managing events.</li> <li>• Management of budgets</li> <li>• Good knowledge and understanding of H&amp;S</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience of supporting student welfare, mediation, and emergency responses</li> <li>• Experience of working with or in higher education environment</li> <li>• Professional experience in business improvement</li> <li>• Experience of working with multiple stakeholders</li> <li>• Experience of developing and working to business continuity and incident response protocols.</li> </ul>
<b>Skills and attributes</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Highly motivated and self-organised</li> <li>• Excellent written and verbal communication skills</li> <li>• Strong drive for delivery of outcomes / student experience</li> <li>• Openness to innovative ideas and initiatives, and creative approaches to problem-solving</li> <li>• Personal and professional credibility that generates trust and confidence in others.</li> <li>• Good technical skills in standard business systems (e.g. Microsoft office)</li> <li>• <b>Ability to prepare and presents reports on complex issues to a range of audiences</b></li> </ul>