

Candidate Information

Position:	Residence Student Experience and Support Manager Student Plus
School/Department:	Student Plus
Reference:	22/110301
Closing Date:	Monday 31 October 2022
Salary:	£35,333 - £42,155 per annum
Anticipated Interview Date:	Thursday 10 November 2022
Duration:	Permanent

JOB PURPOSE:

The Residence Student Experience and Support Manager will lead on all aspects of resident student experience and support activities in Queen's Accommodation.

They will create and develop systems, processes, services and support that will improve and enhance the residence student experience.

They will run projects across different areas that will positively impact on the resident student experience including social events to encourage multicultural awareness, wellbeing and positive mental health initiatives and sustainability events.

MAJOR DUTIES:

1. Lead and manage the Residential team, monitoring and supporting performance management to ensure an efficient and flexible service to all key stakeholders, and development of staff to ensure individual contributions are maximised to meet objectives that align with the University Strategy.
2. Lead on the establishment and development of a collaborative relationship with colleagues in the Students' Union to ensure that resident students have a direct connection and access to a range of transitioning support and campus campaigns and initiatives as well as ensuring the SU has effective voice mechanisms embedded across all areas.
3. Manage and oversee the development and delivery of various projects to support the student experience across a broad range of areas e.g Students' Union, Student Wellbeing, Queen's Sport, International Office and the Graduate School.
4. Ensure effective and clear communication and engagement between the resident students and Student Experience team. Ensure they are sign posted to specialist support units on and off campus within Advice SU, Student Wellbeing, and student facing staff in Faculties, Schools and charity agencies.
5. Manage the pre-arrival communications for new students including welcome week, induction activities. Develop and introduce a social programme with a range of events that attract maximum interest and participation.
6. Nurture a multicultural ethos by providing a range of induction opportunities for learning and accepting of other students as an important part of creating an inclusive residential community. Develop and present sessions during student inductions as appropriate.
7. Lead in the promotion of the current Omni mental health initiative and identify appropriate roll-out actions to be implemented in Queen's Accommodation. Work with the Students' Union to create an ethos that encourages students to talk and instigate actions to facilitate an appropriate environment for this.
8. To lead the team working on organising and co-ordinating social events and programmes for resident students throughout the academic year in conjunction with key internal and external stakeholders., ensuring all health and safety aspects are documented and actioned.
9. To lead the team offering specialist support and activities to students allocated to PBSA (Private Built Student Accommodation) partner properties. Develop robust relationships with the partners to ensure early identification of students in need. Lead the team in developing relationships with the partner's support staff, involving Queen's specialist units e.g Student Wellbeing, Students' Union and Student Advice as appropriate to support Queen's students.

10. Develop and implement structures that provide pastoral support to international students with the objective of creating a positive experience, providing authoritative advice and guidance around improving the international student experience and ensuring that students are appropriately sign posted to specialist support.
11. Develop and manage the interfaces between the Student Experience team and other units including the communication of all student-facing events and drop-ins with awareness of where student events take place and able to sign post students appropriately to make booking and fulfil appointments
12. In conjunction with SU colleagues, utilise digital technology including, the Student Query Management pathways via the student portal and Chat Bot to provide platforms for students to report or reach out for help. Develop a social media awareness campaign including communicating via student blogs with real life experiences.
13. Manage the Student Experience budget funding student social events and trips.
14. As part of the Queen's Accommodation management team, work collaboratively across the Directorate with colleagues to ensure that the Student Experience and Support Team serves the needs of all Service units and vice versa.
15. Devise and introduce key measures that track success of programmes, including, evaluating the success of social and engagement activities, numbers of early interventions / help offered to students in need, reduction in student withdrawals supporting student retention, feedback in student pulse surveys.
16. Collect, analyse and present reports, statistics and results to inform decision making and provide appropriate reporting to management.
17. Actively participate in and support other Queen's Accommodation/Student Plus activities of Check In and out and Open Days.
18. Any other duties within the remit of the post as requested by Operations and Compliance Manager.
19. As part of a duty manager's rota be responsible for all customer queries and solving operational challenges outside of normal office hours, within the Accommodation portfolio.

ESSENTIAL CRITERIA:

1. A degree qualification or equivalent in a relevant subject plus a minimum of 3 years relevant management / professional experience within the HE sector.
Or
 - Substantial relevant management experience, in a student accommodation or within a similar working environment; for example, general management or student support management in HE sector.
2. Line management experience with evidence of effective/ objective/ target setting, performance review measures.
3. Budget management/control experience.
4. Excellent ICT skills.
5. Well-developed understanding and compliance of relevant legislative regulations pertaining to Health and Safety in accommodation.
6. Excellent verbal and written communication skills.
7. Excellent interpersonal skills with the ability to persuade motivate and organise others.
8. Ability to analyse problems and use judgment to propose good solutions.
9. Ability to maintain strict confidentiality.
10. Ability and willingness to work flexible hours to meet the needs of managing the service (i.e. evening, weekend, public holiday work on a regular / frequent basis).
11. Possession of a valid UK driving licence.
12. Subject to Access NI check.

DESIRABLE CRITERIA:

1. A relevant postgraduate or professional qualification.
2. Delivery of a student experience programme within a University environment.
3. Experience of providing management reports that have contributed to the delivery of successful business outcomes.
4. Use of student information system/query management systems.