

Job pack



Message from the President and Principal

Thank you for your interest in this role and in Queen Mary University of London. Working at Queen Mary means being part of a unique, world-class global University with a long, proud and distinctive history.

Our founding institutions, the London Hospital Medical College, St Bartholomew's Medical College, Westfield College and Queen Mary College, were founded to provide hope and opportunity for the less privileged and otherwise under-represented.

Today, we remain true to the vision of our founders by continuing to improve lives locally, nationally and internationally through the seamless combination of our world-leading strengths in education and research.

The Queen Mary community – our staff, students and alumni – is the heart and soul of our University. We are proud to provide an inclusive and nurturing environment so that staff and students from all backgrounds can develop, flourish and achieve their full potential.

I look forward to welcoming you to our unique University and working with you to realise our ambitions.

Professor Colin Bailey, President and Principal

Our strategy 2030

In 2019, Queen Mary University of London launched a bold new Strategy with the vision to open the doors of opportunity. By 2030, we will be the most inclusive university of its kind, anywhere. We are doing this by building on our existing cultural diversity to create a truly inclusive environment, where students and staff flourish, reach their full potential and are proud to be part of the University. Continuing our long tradition of commitment to public good, we will generate new knowledge, challenge existing knowledge, and engage locally, nationally and internationally to create a better world.

We have five core values that will help us to reach this goal:

We are **inclusive**, supporting talented students and staff regardless of their background, and engaging with our local and global communities.

We are **proud** of the difference we can all make when we work collectively.

We are **ambitious**, fostering innovation and creativity, disrupting conventional thought, and responding with imagination to new opportunities.

We are **collegial**, promoting a strong community through openness, listening, understanding, co-operation and co-creation.

We are **ethical**, acting with the highest standards, and with integrity, in all that we do.

To enable our staff to flourish and to reach their full potential throughout their employment at Queen Mary, we offer a range of benefits:

Staff benefits

- Annual leave – the full-time annual leave entitlement is 30 working days (not including bank holidays).
- [Season ticket loan scheme](#)
- [Pension scheme](#)
- [Reward and recognition schemes](#)
- [Cycle to work scheme](#)
- [Qmotion sport fitness centre](#)
- [Employee Assistance Programme](#)
- [Family friendly policies](#)
- [Flexible working practices](#)
- [On-site day nursery](#)

Job description

Job details	
Job title	Residential Operations Officer
School/Dept/Institute Centre/Faculty	Residential Services
Reports to	Assistant Residential Operations Manager
Grade and salary	Grade 3
Hours per week	Full time working from 12noon – 8pm Sunday to Thursday (Days off Friday and Saturday)
Appointment period	Permanent
Current location	All sites
Work activity type	Admin/Operational/Technical and Support

Job context

Residential Services is a section within Commercial Services and is part of the Estates and Facilities Directorate. The overall purpose of Residential Services is to provide support for the well-being of students living in QM accommodation, encouraging a spirit of community that supports residents in their academic and personal lives.

Job purpose

The post holder will be responsible for planning, implementing, and monitoring the provision of operational services in the halls at all three QM residential sites.

The post holder will work as a member of a team delivering and ensuring that customers receive quality services during their time at QM. The post holder will ensure that residential operations at designated campuses meet the needs of students, staff and guests. The post holder will work with other EAF Managers, including Reception, Residential Maintenance, Residential Cleaning, Portering, Security and Health and Safety, to ensure that standards, services and facilities within the accommodation buildings and environment remains consistent and of the highest quality expected from relevant stakeholders.

Main duties and responsibilities

To maintain quality service standards for the Halls of Residence, ensuring the service provided meets the expectations of key stakeholders. Ensure that services are evaluated and meet the agreed Service Level Descriptions and Key Performance Indicators (KPI's).

To assist with ensuring all residential accommodation fully complies with the UUK Code of Practice.

To resolve most queries independently, providing advice and recommending alternative courses of action as appropriate.

To work with Residential Cleaning and Residential Maintenance as well as other key service providers to support the, planning and implementation of daily, weekly and periodic schedules for each Hall under their management.

To liaise regularly with customers to ensure they are receiving the service standards that are agreed, to enhance their stay in the accommodation.

To undertake checks on rooms, in partnership with other service providers to ensure that standards are maintained and that any damages or problems are identified and addressed.

To identify any charges to be levied where damage to the property or contents has occurred and record and report these, ensuring the Housing Services Finance team are informed.

To instigate first-stage actions for non-compliance of housing regulations by residents and to escalate any unresolved issues

To assist the Security or Emergency Services in the event of emergency, fire or intruder alarm being activated.

To complete all site related risk assessments, on time and to the standard agreed.

To manage, follow up and escalate all known accidents in line with the agreed procedures.

To be familiar with QM emergency and security procedures and ensure that the appropriate hazard and advice signage is displayed in designated areas.

To assist in arranging and maintaining records of fire alarms, fire drills and equipment inspections, in relation to residential buildings.

To take receipt of deliveries and to ensure full inventories are kept for all stored items.

To ensure all store room are kept in an ordered way at all times

To create a plan of work for Residential Assistants on a monthly basis ensuring that all requests for assistance are communicated in a timely fashion

To ensure that all required on line and paper based reports and records are completed and maintained in good order in addition to being communicated as per procedures.

To comply with all H&S policies and procedures and to ensure that all activities are undertaken in a safe manner.

To support sustainability programmes and initiatives

To be present at the key events throughout the academic year such as: Moving-In-Weekend, Moving-Out-Weekend, Associate Students Arrival Days, and others.

The above list of responsibilities is not exhaustive and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager.

This job description accurately reflects the duties and responsibilities of the role at the time the job description was written. These duties and responsibilities may change over time without significantly impacting on the character of the role, the overall level of responsibility, or its grade.

Depending on strategic or operational needs, the jobholder may in the future be required to work for another existing or new organisational unit and/or at a different site within Queen Mary. This may be on a temporary or indefinite basis and may involve a change in line management and / or regularly working at more than one site.

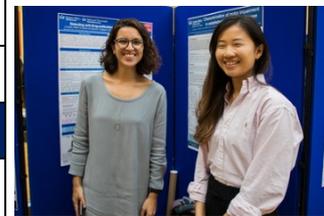
Person specification

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

Essential: Requirements without which the job could not be done.

Desirable: Requirements that would enable the candidate to perform the job well.

Qualifications	Essential	Desirable
Educated to A level or equivalent	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Degree in a relevant subject area or recent practical work experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Professional qualification related to the hospitality industry or equivalent	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Professional facilities management qualification or equivalent	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Experience/Knowledge		
Experience in managing service provision in a student residential setting	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience in planning work activities	<input checked="" type="checkbox"/>	<input type="checkbox"/>
An awareness of the UUK Codes for student accommodation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
An awareness of all Health and Safety issues which apply to student accommodation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Knowledge of cleaning and maintenance processes/standards	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience of using electronic records such as Kinetics	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Skills/Abilities		
The ability to work independently and as part of a team	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Strong communication skill both written and verbal	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Full knowledge of all strands of Microsoft	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Proven problem solver	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other		
Flexible approach to work	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Awareness of own strengths and weaknesses with willingness to develop personal style	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Strong team player with the ability to develop good working relationships	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>



* The University has a legal responsibility to ensure that all potential employees can provide documentary evidence of their legal right to work in the UK prior to commencing employment. Candidates shortlisted for interview will be asked to bring their passport or another acceptable [form of evidence](#) to verify their right to work.

For those who do not have a right to work in the UK, the University is a UKVI licensed sponsor and is able to issue a Certificate of Sponsorship (CoS) to successful candidates who are offered highly skilled roles and meet the eligibility criteria. The CoS enables candidates to apply for a Tier 2 (general visa). For further information on this, please visit the UK Visas and Immigration website: <https://www.gov.uk/browse/visas-immigration/work-visas>



Equal Opportunities

Queen Mary University of London is a Russell Group University with a difference. Our vision is to be recognised across the world as the most inclusive research-intensive University. We will strive to achieve that goal.

To all the communities at Queen Mary, inclusivity is key to who we are and to achieving all our ambitions.

We are a multi-faculty institution teaching undergraduates and postgraduates across all the major disciplines. We offer more than 280 undergraduate courses. We have world-leading research across disciplines and were ranked 5th in the UK in the last Research Excellence Framework (REF) for the quality of our research outputs, and continually challenge ourselves to ensure we have an environment where everyone feels included and can flourish.

We are very proud of our teaching and learning and were awarded a 'silver' in the Teaching Excellence Framework (TEF) (2016-17). We are also deeply embedded in the local community and were the first UK University to be awarded an Engage Watermark Gold award for public engagement by the National Coordinating Centre for Public Engagement.

Unlike many other Russell Group universities, we attract a very diverse student population. Of our 25,000+ students, over 30 per cent are from non-EU overseas countries, and 9 per cent are from the EU. Our international students are drawn from over 160 countries. 90 per cent of our home students are from state schools, 59 per cent are Black Asian Minority Ethnic (BAME), 42 per cent are the first in their families to go into higher education and over 30 per cent are from households where the household income, as assessed by Student Finance England, is less than £15,000.

We attract a lot of local students, owing to our strong relationships with schools in the surrounding boroughs, coupled with a strong reputation for inclusivity. 37 per cent of our students commute to our campuses daily. Our staff body is also diverse and is drawn from over 162 countries.

Inclusivity is one of our fundamental core values at Queen Mary: it is intrinsic to who we are. Our diversity of cultures and backgrounds is key to the vibrancy of our community and to the knowledge and ideas we are able to generate and pass on; without that diversity, we would not be who we are. We are extremely proud that we attract such a diverse staff and student body, and are fully committed to providing an environment where everyone is supported to flourish and fulfil their potential, irrespective of their background.

To be truly inclusive requires sustained, proactive, hard work, and we know there are areas where we have work to do. Our core objectives are focused on reducing the BAME attainment gap and increasing the proportion of female and BAME staff at the higher grades, both for academics and for Professional Services. We are looking to see how we can 'hard-wire' inclusivity throughout all our policies and practices: we do not see this work as belonging to one team or unit, but rather as being embedded in all that we do.

Being inclusive makes us better at everything we do, it improves our daily lives and the delivery and impact of our work.

EDI Initiatives

Queen Mary is committed to advancing Equality, Diversity and Inclusion (EDI) and champions a number of EDI initiatives across the University. Queen Mary holds a Silver Institutional [Athena SWAN](#) award for advancing gender equality, and is also a [Stonewall Diversity Champion](#) and commits to advancing LGBTQ+ inclusion by submitting to the [Stonewall Workplace Equality Index](#). We also offer a number of development programmes including [Springboard](#), [Aurora](#) and [B-MEntor](#). We are committed to championing EDI relating to all protected characteristics and other underrepresented and marginalised groups under the Equality Act 2010. We offer 'Introducing Inclusion' training for staff to give them an understanding of EDI related issues and provide them with the tools needed to champion inclusivity and embed best inclusive practice in all the work they do. EDI is built into everything we do at Queen Mary, and is championed through a well-established governance structure. If you are interested in learning more about Equality, Diversity and Inclusion at Queen Mary and how to get involved then please contact hr-equality@qmul.ac.uk.

Flexible working:

Queen Mary is proud of the diversity of its staff and students. We encourage inclusive practices in everything that we do, to ensure that everyone who works here feels valued and enabled to have a positive working experience. We are therefore open to considering applications from candidates wishing to work flexibly, balanced against business need. Our [Flexible Working Policy](#) includes examples of some of the flexible working arrangements that could be considered. If you feel that this is something that may be of benefit to you, please do ask.

Family Friendly Policies:

Queen Mary recognises the commitments that staff have to their family and the importance of work-life balance. To support this Queen Mary offers a range of [family friendly policies](#) with enhanced rates of pay available for family-related leave, following a qualifying period of service.



Further Information

Details about the school can be found at:

<http://estates.qmul.ac.uk/>

Informal enquiries should be made to:

Name: Edward Arnold

Tel:

Email: e.arnold@qmul.ac.uk

General Information

Please note that we advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range. The Queen Mary salary structure includes automatic pay progression within the published grades, subject to service, funding and performance. In addition to this, there are performance related annual pay review schemes in place

