



Campus Life Services
UNIVERSITY OF LIMERICK

ASSISTANT VILLAGE MANAGER CAMPUS LIFE SERVICES LTD

JOB DESCRIPTION

Primary Role

To assist in managing the village on a daily basis to ensure that we provide a quality accommodation service and secure environment for our student residents and summer guests.

Reception Service

The Assistant Village Manager is required to provide a quality reception service for students during the academic year and for summer guests during the summer vacation.

The office should be open Monday to Friday from 09h00 – 17h30 and at other times as the need arises during the academic year. This is an important way of building liaison with the student community.

During summer vacation, the office hours are extended to meet the requirements of guest arrivals and to provide a satisfactory information service.

The main duties in reception include

- Meet and greet students
- Check in procedure
- Regular liaison with the students
- Recording maintenance facilities/repairs for action
- Sale of tokens for laundry, telephone
- Receipt of payments/deposits outstanding
- Meet and greet summer guests
- Information Services
 - Tourism
 - University
 - Other
- Liaison with summer event leaders

Student Admission Process

The Assistant Village Manager is responsible for the registration and admission process of students to his/her village.

He/she undertakes to correspond with applicants and to assist in achieving 100% occupancy to match the allocations for each category of student i.e. first years, foreign students, etc.

He/she is responsible for the registration process from the allocation of rooms to the signing of lease/licence agreements.

He/she is responsible for accurate recording of all students registered to live in the Village.

Campus Life Programme

As part of our role to support the University's mission to deliver high quality education, we wish to develop the support structures for students living in residence to ensure they get the best out of campus life.

The Campus Life Programme is a series of events and activities organised to give residents an opportunity to pursue new interests, meet other residents and help develop a sense of community in the Villages.

The programme includes:

- Inter resident sports events e.g. soccer, tennis, chess
- Regular arts events e.g. film, music, drama, literature
- Information evenings e.g. careers, healthy lifestyle, Art in Residence, study skills, interview technique and presentation skills.

The Assistant Village Manager is required to organise and develop this programme during the Academic Year in liaison with the Campus Life Services Manager.

Supervision of Staff

The Assistant Village Manager is responsible for co-ordinating staff working in the Village on a day to day basis. This includes the maintenance and cleaning personnel who are provided by a contractor and are not directly employed by Campus Life Services Ltd. He/she is responsible for recruitment of all summer cleaning staff and training of same. He/she assists in the recruitment of student placement staff for reception duties and is responsible for training of same in liaison with the Campus Life Services Manager and Facilities Manager.

Maintenance and Property Management

The Assistant Village Manager is responsible for ensuring that the Village is maintained to a quality standard; that all aspects are in working order and that the appearance of the Village is attractive at all times.

The Manager must liaise well with the maintenance crew in the Village and the crews assigned to the Village by the University Buildings' Department or by Campus Life Services Ltd.

Health and Safety

The Assistant Village Manager should be familiar with the health and safety policy of the company. He/she will be responsible, with the Facilities Manager, to ensure that checks are carried out on equipment in line with policy and procedure e.g. fire safety equipment, gas boilers etc.

He/she is responsible for posting Fire Notices in bedrooms and for notices relation to health and safety in the units.

The Village Manager is responsible in liaison with the Facilities Manager for organising fire drill procedure once per semester.

Security

Assistant Village Manager is required to be alert to any unusual happenings and to report anything suspicious to the campus security company.

Housekeeping

Housekeeping checks and audits are required throughout the year to ensure that the units are being cleaned to a reasonable standard and to identify damage and general wear and tear.

The Assistant Village Manager organises the final end of academic year clean using contract cleaners and temporary staff.

He/she is responsible for managing the regular housekeeping required during the summer vacation which is carried out with the assistance of a housekeeping manager and temporary student staff. This is a large part of the summer operation in the Village and key to its success.

Computerised Records

The Assistant Manager is responsible for:

- Maintaining records on all student residents
- Using the summer reservation system
- Providing reports on excel spreadsheets on student payments, records, deposit refunds etc.

Customer Service

In Campus Life Services Ltd, we aim to have a strong customer service ethos in relation to students and summer guests alike. The Assistant Village Manager and his staff play a large part in the delivery of customer service. Therefore the Assistant Manager is expected to develop a strong 'customer focussed' orientation in the management of the Village.

Training

The Assistant Village Manager is required to assist in providing training for students placed on co-operative education work placements of up to 6 months and to provide training for his/her reception and housekeeping staff.

Management

The Villages are managed by a small close-knit team who aim to have an open proactive approach to the operation of the Villages. The Assistant Village Manager is expected to contribute to policy and procedure reviews and is encouraged to suggest improvement and innovation.

From time to time, the Assistant Village Manager may be asked to participate in projects being undertaken by the company where it is considered that he/she has skills/experience to contribute.

Liaison with University Personnel

The Assistant Village Manager, as part of the job, is required to liaise effectively with various officers and others in the University in matters relation to students e.g. the Study Abroad Officers, Access Officers, Counsellors and others. He/she may be required to serve on committees/represent Campus Life Services at meetings.

Requirements for the position:

- A third level qualification in hospitality/facilities/business management
- 1-3 years' experience in an appropriate service environment
- Excellent interpersonal and organisational skills
- Strong verbal and written communication skills
- Demonstrate a proven track record in exceptional customer service delivery
- Enjoy and thrive in working in a fast paced environment which

requires flexibility

- Experiences and knowledge of property/accommodation management processes
- Ability to manage time effectively and prioritise a range of tasks
- Excellent IT skills while experience in a property/hotel management software package is desirable
- Demonstrate ability to work as part of a team