



## Job Description

<b>Job Title</b>	<b>Village Manager</b>	
<b>Reports to</b>	General Manager Student Residences Operations Manager	
<b>Faculty/School/Department</b>	Campus Life Services	<b>Location</b> University of Limerick

### Section 1: Job Context

<b>1. Job Purpose</b>	<p><b>Background</b></p> <p>Campus Life Services (Plassey Campus Centre) is a University company which manages facilities and services which contribute to campus life and the cultural life of the region. These include student accommodation, catering, retail, the University Concert Hall and UL Sports Arena. A key activity for the company is the provision of a distinctive student living experience on campus in over 2,800 student bedrooms. At UL we offer a truly distinctive student living experience during the academic year in an environment which not only offers high quality accommodation facilities to our student community but also delivers an experience which promotes personal growth and academic success. A comprehensive programme of student events and activities delivered in the residential environment focus on the social, personal and academic growth of each student as part of our Campus Life Programme and Living Learning Community activity.</p> <p>During the summer months we provide a very successful tourism product and service. Campus Life Services markets the campus for conferences and events and accommodates leisure and group guests in high quality Failte Ireland approved accommodation. Typical conference and events include academic and charity conferences, sports tournaments and summer schools. A significant element of the company's summer leisure guest activity is channelled through online travel Agencies (OTA) e.g. booking.com</p> <p>The Village Manager joins a highly committed team who are passionate about delivering exceptional customer service. The role presents excellent variety given that during the academic year the primary focus is on delivering an excellent student living experience and then in the summer months a high quality accommodation and hospitality service.</p> <p><b>Job Purpose</b></p> <p>The primary job purpose is to manage the day to day operations of a busy 500 bedroom student residence where the role holder will be required to manage and deliver a quality reception service, deliver an exceptional support service for our students, oversee a rigorous property management regime, and manage a vibrant summer business activity providing high quality guest accommodation.</p> <p>This involves ensuring high quality accommodation facilities and services in a safe and secure environment for our student residents and summer guests. As a front line manager, the Village Manager will provide exceptional customer service and endeavor to enhance the student living experience and an outstanding guest experience for summer guests.</p>
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	<p><b>Management Structure</b></p> <p>The Village Residences on campus at the University of Limerick are managed by a close-knit team who aim to have an open proactive approach to the operation of the Villages. The Village Manager reports primarily to the General Manager Student Living and the Operations Manager.</p> <p>The Village Manager is supported by the Assistant Village Manager and two Resident Assistants (RA). The RAs are normally full time students who also live in the Village. RA's operate the evening reception service and assist the Village Manager in fostering an excellent living environment for students in residence.</p> <p>During the summer months when the activity focus changes to a busy high quality tourism accommodation operation, The Village Manager leads additional Reception Staff and a Housekeeping Service team consisting of a Housekeeping Team Leader, Housekeeping Supervisors and up to 20 Housekeeping staff.</p> <p>Year round maintenance, public area cleaning and security services are provided by professional contracted services. The Village Manager will work closely with such services to ensure a robust property management solution at all times.</p> <p>From time to time, the Village Manager may be asked to participate in projects undertaken by the company where it is considered that he/she has skills/experience to contribute.</p> <p>The Village Manager is also required to liaise effectively with various officers and key stakeholders in the University in matters relating to students e.g. the Study Abroad Officers, Access Officers, Counsellors and others. He/she may be required to serve on committees to represent Campus Life Services.</p>
<p><b>2. Key Accountabilities</b></p>	<p><b>1. Property Management Role</b></p> <p>An integral part of the Village Managers role is to ensure that the accommodation facilities are kept to a quality standard for students in residence and summer guests. All aspects of the property should be in good working order and the appearance of the Village should be attractive at all times. The Village Manager will work closely with the Operations Manager to ensure that a proactive property management process exists.</p> <p><b>a. Housekeeping</b></p> <p>Housekeeping checks and property audits are required throughout the term to ensure that the accommodation is cleaned to a reasonable standard and to identify damage and general wear and tear.</p> <p>The Village Manager organises the final end of academic year clean using contract cleaners and temporary staff.</p> <p>He/she is responsible for managing the regular housekeeping required during the summer period (June-August) which is carried out with the assistance of a housekeeping supervisor and temporary student staff. This is a large part of the summer operation in the Village and key to its success.</p>

### **b. Maintenance**

The Village Manager will 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. Contracted maintenance personnel are available on site daily Monday to Friday. An emergency on call service is available outside these hours.

### **c. Health and Safety**

The Village Manager will be familiar with the health and safety policy of the company. He/she will be responsible, with the General Manager Student Residences, 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 health and safety orientations with new student residents at the beginning of term so that all new arrivals are familiar with our health and safety policy.

### **d. Energy Management**

The Village Manager will assist the Operations Manager in coordinating an effective energy campaign.

### **e. Security**

The Village Manager is responsible in liaison with the Campus Life Services Manager for organising security duties required from the professional campus security company.

He/she is required to be alert to any unusual happenings and to report anything suspicious to the campus security company.

The Village Manager is required to be on call on rotation at weekends. Campus Security/students/summer guests may require assistance with illness, fire, excessive noise.

## **2. Administration Role**

The Village Manager is responsible for the delivery of a quality reception service and will coordinate the administration involved in the admission, registration and financial processes that are in place. Accuracy, attention to detail and follow through are essential in the delivery of quality administration.

### ***a. Reception Service***

The Village Manager is required to provide a quality reception service for students living in residence during the academic year (Sep – May) and for summer guests during the summer period (June – Aug).

The reception office is open from Monday to Thursday from 08h30 – 22h30 and 08h30 to 19h00 Friday and 18h30 to 22h30 on Sundays. Evening reception services and weekend service is operated by the Resident Assistants. This is an important way of building liaison with the student community.

During summer vacation, the reception 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/Check out
- Regular liaison with the students
- Input/update of details on the computer property management system
- Recording maintenance facilities/repairs for action
- Sale of tokens for laundry, telephone and other ancillary items
- Receipt of payments/deposits outstanding
- Meet and greet summer guests
- Information Services
  - Tourism
  - University
  - Other
- Liaison with summer event leaders

#### ***b. Student Admission Process***

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

Through the use of the computerised property management system, 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.

#### ***c. Financial process and maintenance of records***

The Village Manager is responsible for:

- Maintaining records on all student residents on the property management system
- Manage the daily cash handling process
- Manage the Village maintenance budget and exercise a principle of value for money as part of the company's procurement process
- Providing reports on request on occupancy, rental fees outstanding, deposit refunds and other relevant operating reports.

### **3. Student Liaison Role**

It is the company's objective to develop a vibrant community spirit in each Village in an attractive living environment which enhances both the students' social and academic development.

The Village Manager will aim to foster a good living environment with special regard for student welfare, discipline and safety. The Village Manager will be available to students for help and advice and have an open door policy.

#### **a. Campus Life Programme & Living Learning Communities**

As part of our role to support the University's mission to deliver a high quality student experience, we wish to develop the support structures for students living in residence to ensure they get the best out of campus life. This involves the delivery of a Campus Life Programme and Living Learning Community initiatives.

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

#### **b. Code of Conduct in residence**

The Village Manager with the support of the Resident Assistant has the responsibility for discipline in the Villages. Under the terms of the licence agreement, all residents are expected to observe the conditions of our code of conduct.

### **4. Staff Supervision Role**

The 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.

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 the Facilities Manager.

The 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.

### **5. Customer Service Role**

	<p>At Campus Life Services, we aim to have a strong customer service ethos in relation to students and summer guests alike. The Village Manager and his/her staff play a large part in the delivery of customer service. Therefore the Manager is expected to develop a strong ‘customer focussed’ orientation in the management of the Village.</p>
<p><b>3. Context</b></p>	
<p><b>3a Key Working Relationships &amp; Contacts</b></p>	<ul style="list-style-type: none"> <li>• Managing the Assistant Village Manager and Resident Assistants (year round) and housekeeping and reception team (Summer Only)</li> <li>• Reporting to and working with <ul style="list-style-type: none"> <li>- Operations Manager</li> <li>- General Manager Student Living</li> <li>- General Manager Conference and Events</li> <li>- The Senior Executive, Plassey Campus Centre</li> </ul> </li> <li>• Liaison with internal departments at Campus Life Services <ul style="list-style-type: none"> <li>- Village Management Teams</li> <li>- Conference an Events Team</li> <li>- Finance Team</li> <li>- Accommodation Service Team</li> <li>- Office of the Chief Operating Officer</li> </ul> </li> <li>• Managing third party contractor services <ul style="list-style-type: none"> <li>- Facilities Management and Maintenance contractors</li> <li>- Security contractor</li> <li>- Cleaning contractor</li> </ul> </li> <li>• Liaison with UL stakeholders <ul style="list-style-type: none"> <li>○ University Departments</li> <li>○ University of Limerick Students Union</li> <li>○ UL Sport</li> <li>○ UL IT Division</li> <li>○ UL International Education Division</li> <li>○ Other University Departments</li> </ul> </li> </ul>
<p><b>3b Working Environment/Special Circumstances</b></p>	<p>The physical demands of the role typically involves the user of standard office equipment. Routine use of a PC is essential for inputting data and communicating with colleagues and clients</p> <p>Responsibility for health and safety is that of due diligence. It is important to be aware of the risks in the work environment and the potential impact on own work and the work of others</p> <p>The Village Manager will be required to perform a combination of standard administration tasks while also carry out thorough property inspections which will require high levels of attention to detail under tight timescales.</p> <p>Occasional working outside normal working hours will be required and annual leave may be restricted during such busy times – especially during the summer months (June – September)</p> <p>The role will require weekend work during the summer months depending on business requirements.</p>
<p><b>3c Job Boundaries</b></p>	<ul style="list-style-type: none"> <li>- Plans and organizes own workload – recognizes what needs to be done and follows through. Work priorities can be determined by the line manager</li> </ul>

	<ul style="list-style-type: none"> <li>- The role holder will be expected to promote and adhere to the Campus Life Services published policies and procedures</li> <li>- Will take on board advice and counsel from line manager and support the ethos of Campus Life Services</li> </ul>
<b>4. Dimensions</b> Budget Staff Customer Operational Administrative	<ul style="list-style-type: none"> <li>- Adhere to Village Operation Expenditure budgets</li> <li>- Management of Assistant Village Manager, Resident Assistants (2) during the academic year, housekeeping and reception team during the summer months</li> <li>- An exceptionally strong customer focus is required</li> <li>- Strong organisational and time management focus required</li> <li>- Will manage the administration function in accordance with company policy</li> </ul>

**Section 2: Knowledge, Qualifications, Skills, Experience & Competencies**

5. Knowledge, Functional Skills, Experience & Qualifications	Requirement – <i>Note refer to Functional Competency Framework or Professional Standards for guidance. It is important to convey the level of knowledge that the job requires.</i>	Essential/ Desirable
	<p><b>Knowledge</b></p> <p>Excellent knowledge of a busy accommodation/property/service environment</p> <p>Understanding of excellent customer service management and delivery</p> <p>Knowledge and understanding of property/facility management</p> <p>Knowledge of the student accommodation sector</p> <p>Knowledge of the hospitality/tourism industry</p> <p><b>Functional/Work-based Skills</b></p> <p>Excellent interpersonal, organisational and project management skills</p> <p>Excellent communication skills</p> <p>Proficient in Microsoft Word, Excel and Powerpoint</p> <p>Experience with property management/hotel software systems</p> <p><b>Experience</b></p> <p>Minimum of 3 to 5 years front line management experience in a busy service environment</p> <p>Demonstrate sound judgement, effective problem solving and a proven track record of exceeding customer expectations</p> <p><b>Qualifications</b></p> <p>Have a 3<sup>rd</sup> level qualification in hospitality management / business / facility management</p>	<p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>

<b>6. Behavioural Competencies</b>	<b>Enablers of Success</b>	<b>Level 1-5</b>	<b>Comments</b>
<i>This section relates to the competencies required to do the job effectively, e.g., effective communication skills, ability to plan and organise, initiative or goal achievement etc.</i>			
<b>Customer Focus</b>	Strives to tailor service to customer needs. Encourages others to focus in the customer. Identifies and clarifies individual customer needs	5	
<b>Planning &amp; Organising</b>	Plans activities thoroughly for self/others, makes the best use of available resources	4	
<b>Using Initiative, Achieving Goals</b>	Determines the best method to achieve goals and maintains flexibility ensuring effective delivery of work. Uses initiative to resolve problems where the solution may not be immediately apparent	4	
<b>Decision Making &amp; Problem Solving</b>	Resolves both problems that may occur on a regular basis and more complex infrequent problems. Uses judgement to assess exceptions	4	
<b>Effective Communication</b>	Communicates detailed information clearly, both written and oral	4	
<b>Team &amp; Collaborative working</b>	Fosters a collaborative/team working spirit. Actively helps and supports others to achieve team goals	4	
<b>Effective Networking and Relationships</b>	Nurtures relationships and contacts, both internal and external as sources of information and expertise to support work activities	4	
<b>Innovation &amp; Creative Thinking</b>	Has the ability to think critically and strives to continually improve own processes and areas of business	3	
<b>Change, Adaptability and Flexibility</b>	Recognises where changes can be made and takes steps to make those changes. Gains commitment from others to change	3	
<b>Leadership</b>	Gives direction and instruction. Keeps people informed and gets the best out of people through enthusiasm and recognition	4	
<b>Continuous Development</b>	Takes a positive approach towards development of self and others. Provides regular encouragement and support to reinforce key behaviours in others	3	
<b>Thinking &amp; Acting Strategically</b>	Understands the culture and goals of Campus Life Services as they relate to their own area. Generate ideas which contribute to the departments plans and objectives	3	