



Head of Residential

37 hours per week
£40,412 per annum
35 days annual leave per annum
Auto Enrolment into the Local Government Pension Scheme
Permanent
St Albans Campus

An exciting opportunity has become available at the College for an experienced Head of Residential services.

You will provide strategic leadership and day-to-day management of the residential service provision and the team. Working with the Director of Curriculum you will ensure that the residential provision meets minimum care standards, which achieves college objectives, through delivering an outstanding quality of student experience so that all students achieve their full potential.

An added benefit of the role is living on-site in College accommodation, which is provided all year round.

You will have the ability to influence people to improve and achieve success and have an open and honest approach to people management. Drive and passion to be innovative is essential and possess high levels of personal integrity. Well-developed self-awareness, resilient and able to motivate self, particularly in pressure situations.

This post requires flexibility of hours i.e. some full days and some part days, evenings and weekends when required.

If you wish to have an informal discussion regarding the role please contact Liam McGrath, Director of Curriculum on 01727 737162.

Closing date: 20th July 2017 at 23:59

Interviews: 26th – 28th July 2017

Job Description

OAKLANDS COLLEGE JOB DESCRIPTION

CAREER FRAMEWORK	Student Experience
JOB TITLE	Head of Residential
LEVEL	£40,412 - £44,164
HOURS	<p>Full-time</p> <p>This post requires flexibility of hours i.e. some full days and some part days, evenings and weekends when required.</p> <p>Requirement to:</p> <ul style="list-style-type: none"> • Live on-site in College accommodation during term-term (accommodation will be allocated to the Head of Residential all year round and they may choose to live on-site 52 weeks of the year if they wish) • Be on-site when rota'd as on call warden between the hours of 11pm and 8am weekdays as point of contact for students between these hours • Be on-site when rota'd as back up warden between the hours of 11pm and 8am weekdays, the back up warden will be called upon in situations when the on call warden is not available or in an emergency • On rota one week out of four for on call warden and one week out of four for back up warden • Be on duty one weekend in four, from 6pm Friday to 8am on Monday. Carrying out evening checks on Friday between 9.30-11pm. Four hours of enrichment activities on a Saturday and a Sunday, plus evening checks on a Saturday and Sunday evening between 9.30-11pm. <p>Accommodation is provided all year round. Utility bills are paid for by the College. TV licence, council tax and other individual bills need to be paid by the individual.</p> <p>Remaining hours of full time position to be carried out throughout the week to meet the needs of students and the demands of managing the residential provision in agreement with the Director of Curriculum.</p>
REPORTING TO	Director of Curriculum

SUMMARY OF POST:

Provide strategic leadership and day-to-day management of the residential service provision and the team. Work with the Director of Curriculum to ensure that the residential provision meets minimum care standards, which achieves college objectives, through delivering an outstanding quality of student experience so that all students achieve their full potential.

KEY RESPONSIBILITIES

- Ensure that the residential provision meets the minimum care standards
- To ensure that all residential staff, have clear understanding of the priorities within the service and understand how their performance, development and contribution relate to the Student Experience and successful delivery of the service provision

- To utilise effective management techniques to establish and develop a committed and motivated residential team for which you are responsible. You will lead your staff to deliver effective and efficient service in line with the minimum care standards.
- Carry out motivational appraisals to improve performance and deal with daily management of staff including organising holiday and sickness cover rotas
- Lead the completion of the Self- Assessment and Quality Improvement Plan to ensure continual improvement
- Collaborate with Managers in other areas of the College in order to develop and improve service delivery to students and other visitors.
- Lead and manage the provision of a level of service in all student accommodation which seeks to deliver high standards of comfort, cleaning, maintenance, security and catering that is responsive to the requirements of student residents and which is cost effective.
- Work pro-actively to ensure that houses are maintained to the best possible standards and ensure students, facilities and the cleaning team are undertaking their responsibilities effectively and on a timely basis. To provide on-call emergency support for residential students during term time as required on rota
- To develop a full enrichment programme that engages students and support their independent living transition, and deliver part of this enrichment programme during weekends when on rota as required
- Monitor and update online individual learning plans for a cohort of residential students acting as their link warden and liaising with curriculum staff to ensure actions are in place to support the residential students as required
- Monitor and manage service level agreements and other external service contracts, to ensure service delivery meets standards and the requirements of the service and its residents/customers.
- Take necessary actions and make strategic and operational decisions regarding the current and future management of all residential accommodation to ensure the provision meets and exceeds the minimum care standards.
- Implement continuous improvement and innovation to achieve improved quality, value for money services and growth in income generation.
- Monitor and respond to all new legislation, which affects the management of residential accommodation.
- Lead in setting and executing residential strategic planning, developing departmental goals and priorities, shaping policies, and recommending resource allocation.
- Provide strategic leadership for the business activities relating to student accommodation, making independent and collaborative decisions with relevant managers on the most effective deployment of resources.
- Seek out feedback from students and parents/carers about the residential provision and experience and act on it whenever possible, and provide regular feedback about actions taken
- Maintain regular and positive communication with parents and carers to ensure that they are fully engaged with the students personal and academic progress whilst residential students
- Participate in the Residential Management Group, which pulls together all parties required to ensure the effectiveness of the service and advises on the selection and enrolment of new residents
- Devise, implement and supervise methods of gathering and processing management information relating to accommodation preferences and feedback. The data will be collected from existing students and applicants and used to inform any changing trends or demands for additional requirements in accommodation.
- Set operational performance targets against agreed service standards and implement corrective action as required.

- Develop a culture of Customer Service Excellence
- In conjunction with the Head of Facilities be responsible for the timely provision, refurbishment (where applicable) and preparation of all residential accommodation.
- To advise the Director of Curriculum on strategic and operational matters relating to residential services
- Liaise with the curriculum on a regular basis to ensure students are reaching their full potential and that all issues of any nature are understood and acted upon promptly
- Work with the residential and broader student experience team to ensure that the residential students have access to a wide range of additional learning and enrichment activities. Where appropriate use College systems to track activities and record any impact on the Student's ILP
- Implement the KPIs that monitor and measure the effectiveness of the service and the impact that it has on students. Provide quantitative and qualitative information in line with the National Care Standards
- Ensure the entire service delivery meets all Health and Safety and legislative requirements
- Act as a member of the College's safeguarding team and ensure support for safeguarding situations by ensuring the residential team are up to date on safeguarding issues and that they prioritise and action any concerns appropriately

Be aware of and follow College policies and procedures, with particular attention to health and safety, safeguarding, risk management, equality and diversity, quality and our values and behaviours. You will be required to attend training as necessary and update own CPD record

RECRUITMENT – shortlisting criteria

- Educated to level 3 or equivalent in youth related area or extensive experience in residential work (2 years minimum)
- Experience of leading a team and setting and monitoring workloads and activities
- Experience of providing enrichment activities and / or residential welfare support in FE
- Ability to drive a minibuss (or undertake the required training)

ESTABLISHED

- Passed probationary period successfully
- Participated successfully in management training events
- Evidence of continual improvement within your areas of responsibility
- Evidence of successful student and stakeholder engagement and feedback
- Ability to drive a mini bus
- Emergency first aid qualification

EXPERIENCE AND QUALIFIED

- Evidence of ongoing successful student and stakeholder engagement and feedback
- Evidence of highly effective safeguarding practice
- Validated self-assessment of area to be good or better
- Further development of qualification base or management training
- Health and safety modules at management level

DEVELOPED

- To be assessed against the College values and behaviours

Career Framework	Student Experience
Job Title	Head of Residential

PERSON SPECIFICATION

- Ability to influence people to improve and achieve success
- Open and honest approach to people management
- Drive and passion to be innovative
- A completer/finisher who achieves outcomes
- Ability to interpret data and use to improve
- Possesses high levels of personal integrity
- Well-developed self-awareness
- Resilient and able to motivate self , particularly in pressure situations

SKILLS AND EXPERIENCE

- Prioritises own and team responsibilities effectively
- Can work collaboratively at all levels
- Forward, positive thinker and able to identify ways/methods in which outcomes can be enhanced, across curriculum aspects
- Maximises own contribution and that of others
- Creates effective working relationships
- Takes a solution-focused approach
- Applies successful risk management strategies
- Has a progressive CPD record
- Possesses financial acumen, managing all budgets and resources effectively
- Embraces ICT and capitalises on efficiency gains from using technology

Date approved	June 2017		
Date reviewed			

This job description is current as at the date shown above. In consultation with the postholder it is liable to variation by the Principal to reflect or anticipate changes, in, or to, the post and the organisation.

The job description gives an overview of the main responsibilities of the role. The daily job will also involve any other duties and responsibilities, express and implied, which arise from the nature and character of the post.