Sanctuary Management Services

SENIOR RESIDENTS – TEMPORARY POSITIONS UNTIL AUGUST 2013

COOPERS COURT, LONDON, E3

£8,157 PER ANNUM (PRO RATA), 2 HOURS PER WEEK PLUS ON CALL DUTIES

Looking to help fellow students in your residence? Would on-site job experience assist in your career? Your budget not going to stretch far enough whilst at university? Then being a Senior Resident could be the answer.

Sanctuary Management Services is looking to recruit passionate and self motivated individuals to fill the posts of Senior Residents at Coopers Court, London.

The successful candidates will help the team maintain the smooth running of the residence outside of the office hours, promoting and proving a link between students and staff whilst delivering a high quality, customer focused and safe living environment.

The successful candidates may be required to work weekend and weekday shifts to cover absence and extended opening hours.

In order to apply for this position, the candidates must be current full-time registered students at University of the Arts London in 2012/2013. You will be required to live at Coopers Court from September 2012 to August 2013.

For further information please contact Giancarlo Napolitano on 020 7655 6960.

To apply, please complete an online application or submit your CV and covering letter at www.sanctuary-group.co.uk. For further assistance please contact Recruitment on 0845 543 6377 and quote Ref:SMS1452.

Closing Date: 5pm on 23 April 2012

Building Equality and Diversity

We work closely with the Home Office in order to prevent illegal working.

Sanctuary Management Services Limited is a subsidiary of Sanctuary Housing Association, an exempt charity.

INVESTORS IN PEOPLE

POSITIVE ABOUT DISABLED PEOPLE

Sanctuary Group

Candidate Information

For

Senior Resident Positions at UAL sites (Don Gratton House, Coopers Court and Manna Ash House)

Date: April 2012

CANDIDATE INFORMATION PACK

About Sanctuary

Working in partnership with both public and private sector organisations, we are committed to providing quality affordable housing and effective social care services and facilities. As a not for profit organisation, our income is used for maintaining our properties to high standards and updating and developing our services.

Housing lies at the heart of our business. With regional operations based in the communities in which we operate, Sanctuary manages homes across England and Scotland, providing general rented, sheltered and home ownership accommodation.

Sanctuary currently employs over 8,000 staff across its UK network of regional and subsidiary offices and maintains Investor in People status.

A growing and rapidly changing organisation, Sanctuary has diversified into the business areas of Care and Management Services.

Sanctuary Care - Our services fall into four main categories:

- Care Homes - Care for elderly & those with learning or physical disabilities
- Home Care - Providing domiciliary support in clients own homes
- Supported Housing - Extra support to live independently
- Extra Care - 24hr care on site, providing the level of support required

Sanctuary Management Services

A commercially focused business which delivers a broad range of facilities management services to Universities and NHS Trusts. This includes the provision of student accommodation and housing for key workers such as nurses.

Place of Work

This post will be based at either one of the following Halls, depending which you have applied for. Please make this clear on your application form:

- Manna Ash House, 8-16 Pocock Street, Southwark, London SE1 0BW
- Don Gratton House, 82 Old Montague Street, Whitechapel, London, E1 5NN
- Coopers Court, 10-14 Maplin Street, Mile End, London, E3 4SX

Mobility

It may be necessary from time to time for the post holder to travel to other Association offices or throughout the country, and this may involve occasional overnight stays.

Numbers in Team

The Contract Manager has overall management responsibility for all the University of the Arts sites. The residence day to day management is undertaken by the Service Delivery Manager.

Don Gratton House / Coopers Court
There is a Service Delivery Manager and two Customer Service Officers based in the office at Don Gratton House. Coopers Court is managed by the team at Don Gratton House.

Manna Ash House
There is a Service Delivery Manager and two Customer Service Officers based in the office at Manna Ash House.

4 Senior Residents are usually in post at Don Gratton House

4 Senior Residents are usually in post at Manna Ash House

2 Senior Residents are usually in post at Coopers Court

Please note, all shifts are expected to be covered should an existing member of the team is on sick or leaves the post early.

Senior Resident

1. The post holder must be a registered full time student at the University of the Arts London.

2. The duration of the appointment will run from 1st September 2012 to 1st August the following year to ensure cover is provided for the building.

3. Senior Residents may re-apply for a further year's appointment and if successful. Any Senior Resident wishing to re-apply will be required to attend an interview as part of their re-application for the post.

4. To deliver an efficient and high quality reception service to students and visitors. Ensure records are kept of the handover between shifts.

5. To deal with all routine resident (student or guest) enquiries and to ensure that the relevant solution or service is expediently provided at whatever site the post holder is working from.

6. Inform the Service Delivery Manager or Customer Service Officer of all maintenance requests seen and/or reported by residents.

7. Be available as directed by the Service Delivery Manager for move-in and move-out weekends for the whole day to ensure that new arrivals and their family are given a friendly welcome to the residence

8. Comply with all aspects of organisational and statutory Health and Safety procedures/requirements.

9. Report to Service Delivery Manager/Contract Manager any activities conducted by students that: 1. are detrimental to the reputation of Sanctuary Management Services 2. damage the residence buildings or its contents 3. breach their tenancy agreement and/or house rules.

10. Senior Residents are required to be onsite for the period of duty for which they are on-call. One member of the management team will always be available on back-up cover and/or to give authorisation to call out a contractor out of office hours when the residence office is closed. The rota can be prepared either by the Service Delivery Manager or they may delegate this task to the Senior Residents but prior approval of rota must be authorised by the Service Delivery Manager to ensure fairness for the entire team.

11. Senior Residents will be required to complete any duties that they are down on the rota, which includes Christmas, Easter and summer vacation periods. Senior Residents will be required to stay onsite while during their allocated on-call duties.

12. Senior Residents may take their leave during the year. However, it must be agreed prior to leave with Service Delivery Manager and the team of

Senior Residents in order that appropriate cover is arranged to ensure the residence is not left without any on-call Senior Resident.

13. There is no obligation placed on the post holder to be onsite when not on duty.

14. Senior Residents are bound by their Tenancy Agreement for their accommodation.

15. The Senior Resident when on-call must collect the duty keys and duty mobile phone at the start of their shift from reception. The phone must remain charged, switched on and stay on your person at all times. The mobile phone is not to be used to receive or make personal calls for any reason. This remains the property of Sanctuary Group. You will be bound by the policies and procedures in place.

16. Senior Residents are required to be available one week before taking up their post for an induction training programme.

17. Senior Residents are required to attend all training and monthly meetings and as requested by the Service Delivery Manager.

18. Changes to the rota must be agreed by the affected team members in advance. The master rota held at reception must be changed so that office staff/security know who is on call.

19. Ensure that summer delegates, visitors, contractor, guests are all given efficient and courteous service.

General information

1. Undertake all other reasonable tasks as required by management/duty Customer Service Officer.

2. To be available on arrival and departure weekends for each residence, to support the residence staff as required

3. To work off-site as directed by management which may require covering late shifts and weekends.

4. To be prepared to undertake training, both on-site and residential as required.

5. A uniform will be provided that must be worn at all times whilst on duty and kept in a clean and smart condition.

The salary and hours will be discussed in more detail at interview should you have any questions.

Some of the Group benefits include:

- Pension Scheme
- PHI (Permanent Health Insurance) after a qualifying period
- Validium help line and counselling service
- Group Life Assurance
- Employee Assistance Programme, access to discounted services and benefits after a qualifying period and tax efficient benefits.
- A generous annual leave entitlement of 26 days (pro rata)
- Enhanced Maternity, Paternity and Sick Pay scheme after a qualifying period
- Learning and development opportunities

Sanctuary is committed to the promotion of equal opportunities in its activities as an employer and as a Registered Social Landlord. We review and monitor the relevant policies to ensure adherence to its aims, legal requirements and enforcement of non discriminatory practice.

Sanctuary Housing operates a no smoking policy in all its offices.

There is a probationary period of 6 months for this position.

The appointment will be made subject to the receipt of two satisfactory references, police check and CRB as necessary and evidence of eligibility to work in the UK.

Further details of our excellent benefits scheme will be sent to the successful candidate.

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If this job requires you to drive on company business (please refer to the advert and role/job profile for this information), it is necessary for you to provide the following documentation if successfully appointed to the role (you are also asked that you bring a copy of your valid driving licence if invited to attend any interviews):

- Valid driving licence (both the paper counter part and the card if applicable)
- Copy of current MOT (if applicable)
- Copy of motor insurance certificate (not the Schedule) declaring you have business cover (if you are going to use your own vehicle for company business)

Please note that the above documents will be required on an annual basis should you be successfully appointed to the role and need to claim for expenses relating to company travel.

Closing Date
The Application Form must be completed in full along with the Equal Opportunities Monitoring Form.

Your application should be returned by **5pm on 23 April 2012**.
Interviews
It is anticipated that short-listed candidates will be invited to attend interview between **08 and 11 May 2012.**

Please let us know when submitting your application if you are unavailable during this time so that arrangements can be made.

Contact Details
If you have any questions on the above information or wish to discuss the post in more detail, then please contact **Giancarlo Napolitano on 02076556960 or Marjorie Duncan on 0207 401 81 91**

Assistance for Candidates

Recruitment Plus

Recruitment Plus is a service designed to make it easier for disabled people and those with health conditions apply for jobs.

The service is provided by Sanctuary and Remploy, who will work with you to help you through the entire application process.

The next step

Call Remploy and tell them you are applying for a job through Recruitment Plus. Confirm that you are eligible for the service, then they will help with the following:

- Applying for the job
- Interviews
- If you don't get an interview
- Job Offers
- Starting your new job

For further information call a Remploy Recruitment Advisor on 0845 601 5878.

Sanctuary Management Services

ROLE PROFILE REF: SMS40F

Role Title	Senior Resident
Reporting to	
Role Purpose	To assist with supporting residents in maintaining their wellbeing and with the delivery of quality residential services

Role Outcomes – What the role holder is required to achieve	**% Time** (Current priority for each outcome)
Service to Residents • Build and maintain effective relationships with residents, and relevant external agencies • Respond to residents enquiries and complaints in a positive and proactive manner • Assist with enforcing conditions of occupancy • Assist with promoting resident participation and involvement **Safety and Security** • Ensure a safe, secure and clean local environment is maintained • Ensure regular security checks are carried out and access to the residence is monitored and controlled • Take appropriate action to deal with emergencies and volatile situations • Ensure compliance with health and safety, fire regulations and emergency procedures **Administration** • Maintain accurate records and review them regularly	

Expertise in Role (Role-related knowledge, skills & experience required at selection)

(Whilst it is preferable to appoint a candidate who meets all the requirements below, consideration may be given to a candidate who displays potential to achieve the required expertise within a reasonable timescale. In these circumstances skills, knowledge or experience in other areas will normally exceed the levels stated below)

Job-related skills, knowledge and/or experience for the role:

- Knowledge of key needs and services for relevant client group
- Experience of working with relevant client group in a customer service or hospitality role
- Positive and professional attitudes towards the relevant client group
- Able to stay calm and constructive in an emergency

Relevant technical, vocational or educational qualifications for the role:

- Able to demonstrate a level of numeracy and literacy to the equivalent of Grade C English and Maths GCSE

Knowledge of software packages:

- Basic knowledge of Microsoft Word or similar

Staff Management skills/experience

- N/a

Scope

(The financial and non-financial impact of the role)

Financial	Non-financial
• N/a	• N/a

Working Environment (Specific features of the working environment that distinguish the role from the general range of roles in the organisation)

- Working to support residence team
- On call outside office hours, including weekends and bank holidays
- Mainly working alone
- Occasional travel and off-site visits may be required

Significant Contacts

Significant Contacts indicate the level of responsibility for communication carried out by this role

Level	Description	Residents	%	Internal	%	External	%
1	Routine Information Exchange			✓			
2	Agreeing and Interpreting	✓				✓	
3	Leading and Influencing						

Competencies

(Competencies are a mixture of knowledge, skills and attitude which provide a clear description in simple language of what a person needs to be able to do to carry out his or her job effectively. A fuller description is contained within our Competency Framework. A copy can be obtained from a Line Manager when you start the job.)

Adapt to change	• Be positive about change and recognise when it is needed
Communicate well with others	• Effectively use a wide range of communication tolls and techniques to convey information clearly and accurately
Get the best out of self and others	• Take responsibility for personal improvement and development
Impress the customer	• Take responsibility for delivering good quality customer service
Work well with others	• Work with others to achieve common goals
Influence, persuade and negotiate	• Seek the best solution for all parties by working with them to achieve a positive outcome
Make decisions and implement solutions	• Make realistic decisions and accept responsibility for the outcomes
Plan and organise effectively	• Be organised and plan own workload considering priorities and deadlines

Initial Induction & Training Required

(Induction or initial training requirements including organisational and local knowledge, procedures, systems, contacts etc)

Estimated time to complete initial induction & training 6 months