



## Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

**Job title: Residence Assistant**

**Department/Division: Residential and Catering Services  
Manager/Senior Operations Manager**

**Accountable to: Operations**

### Job Summary

To deliver a customer focused service to our residents, to ensure that students and guests feel welcomed and valued while staying in LSE Halls and to contribute to the Front of House team to offer a professional and attentive service. Residence Assistants are a key part of our Front of House service and must be prepared to work within a team to meet objectives.

### Duties and Responsibilities

- Greet residents and visitors in reception and attend to their queries
- Sign in staff, contractors & visitors
- Ensure the reception is always kept tidy
- Respond to emails in a timely and effective manner
- Update property management and maintenance systems as required
- Report any issues that may affect residents and/or services within the residence
- Answer all telephone calls in a polite, friendly and professional manner
- Adhere to health and safety guidance at all times
- Report any faults via the maintenance system, linking to the relevant person or service provider and inform all other team members of action taken
- Conduct residence tours for prospective students
- Make regular checks of residence's communal areas
- Issue and receive keys ensuring that the hall's procedures are followed
- Conduct room checks in the termly inspections
- To ensure effective parcel and post management on daily basis.
- Adhere to all company policies & procedures applicable to the role
- To carry out any other task as deemed necessary and appropriate by line manager

### Knowledge and Experience:

- To be well informed on LSE's residential operation in order to respond to queries accurately.
- To make timely updates as needed in the Property Management System and Maintenance Systems to ensure accurate records are maintained.

### Communication:

- To communicate courteously and professionally with residents and colleagues. This may include difficult conversations with those who are not familiar with the house rules, and for whom English may not be the first language.



- Front line complaint handling in a positive and respectful manner
- To communicate clearly and concisely, both orally and in writing.
- To listen effectively to others, being approachable and open.
- To ensure all emails are reviewed and responded to promptly.

**Liaison and Networking:**

- To be able to build effective working relationships with colleagues in other teams or services within the School and externally.

**Initiative & problem solving:**

- To prioritise improvement of the student experience when seeking solutions to problems.
- Ability to use own initiative where appropriate, and to know when to escalate to line manager when needed.
- To prioritise workload to ensure completion of key tasks in a busy reception environment.

**Service delivery:**

- A strong focus and commitment to providing excellent services to our residents.
- To provide a professional, accurate and efficient service to a wide range of people including members of the public, colleagues, and external agencies.
- Welcome and embrace change, with a positive attitude.
- Maintain and develop knowledge by completing internal and external training.

**Teamwork & Motivation:**

- Work in a helpful and approachable manner as a member of the team to ensure overall performance targets are met
- Make a positive contribution to team plans, and respect team decisions
- Encourage and support team members, respecting the values and opinions of others
- Be willing to take on jobs to balance the team workload
- Be motivated to learn and invest time in personal development
- Seek and act upon feedback

**Work environment:**

- To carry out tasks which may include manual handling as directed by your line manager
- To be aware of the risks in the work environment and their potential impact
- To be flexible and adaptable with regards to shift patterns and location to meet the demands of the business
- Ensure the calm evacuation of the Residence in the event of an emergency, and that all staff, residents, and visitors leave by the appropriate exits and are guided to the assembly point, without putting yourself at risk

**Environmental Sustainability**

- Support the LSE's environmental policy to improve overall performance and help it achieve its stated environmental objectives and targets
- Support and assist with the roll-out of environmental initiatives
- Promote best practice across the residence for waste and energy management

**Flexibility**

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.



### **Equity, Diversity and Inclusion (EDI)**

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

### **Ethics Code**

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: [click here](#)

### **Environmental Sustainability**

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.

### **Free Speech**

[The Code of Practice on Free Speech](#) outlines the responsibilities of LSE to protect and promote freedom of speech and academic freedom within the law for students, faculty, staff, and visiting speakers. It applies to all activities on LSE premises and those conducted in the name of the School or LSE Students' Union at any location. The Code confirms that LSE does not take formal positions on political or international issues but provides a platform for critical debate within the law, taking account of the various legislative requirements and the context provided by policies and procedures. Procedures are set out in the Code on how events must be arranged and conducted.