

Job Title: Halls Assistant

Unit/School: Commercial Services

Grade: 3A/B

HERA:

Core purpose of role

This is a key post that will contribute to the ambitions of the University's Strategy 2030.

To provide the first point of contact in the Plas Gwyn/Cyncoed Halls of Residence Office. This will include providing help and support in line with current practices and working with the Halls Manager to support ongoing development of the service, to maximise the benefit to Cardiff Met and the resident students. The Halls Assistant will assist the Halls Manager, Assistant Halls Manager and Head of Residential Accommodation Services in the efficient and professional operation of the service. The role holder may from time to time be required to provide cover to Cyncoed Halls of Residence.

Key responsibilities and contributions

- To act as a communication link between all users of the Residences Services, the students, conference guests and the Halls Manager and other staff across Cardiff Met including liaison with Academics and specific Schools on student needs. To be first response to all of these users.
- To be involved in the delivery of pastoral care to residents and the fostering of a supportive community spirit. To be sympathetic and empathetic with students and the problems they encounter supporting the University's emphasis on Widening Access and the increasing mental health problems.
- To ensure the provision of a professional and efficient range of student services in line with Cardiff Met policies and procedures, promoting a positive image to stakeholders and all users of the service.
- To deal with enquiries regarding halls accommodation from students, Cardiff Met staff, contractors and suppliers including the provision of basic advice and guidance and to initiate contact with students and conference guests to establish what is required.
- To provide a high standard of service to ensure students' expectations are consistently supported and to ensure excellence and consistency of services to students across all of the Halls of Residences.
- To support a culture of continuous improvement, identifying and delivering added value enhancements to the changing profile of the student intake. To support the Halls Manager with new developments within the Residences service assisting the Halls Manager to meet targets within the service standards, expectations and responsibilities.



- To organise, manage and report on student feedback through flat forums and questionnaires
- To deal with enquiries in accordance with agreed service protocols, and Cardiff Met's Data Protection and Freedom of Information policies and guidance.
- To support investigations, suggestions and complaints received by the Residences Office as directed by the Halls Manager (in accordance with Cardiff Met's Complaints and Suggestion scheme procedures).
- To use a range of standard service forms, letters, publications, manuals, and any other forms of communication used by the Residences Team and to ensure the regular supply and updating of the Residences Service's literature.
- To support compliance with relevant corporate policies and legislation. Complete accidents and loss forms following on site incidents.
- Logging of repairs and maintenance work, liaison with the Estates team and external contractors to ensure work is completed and the issue and control of master keys to authorised maintenance staff and personnel.
- Assist the Halls Manager in the preparation, formulation and delivery of the presentations of information to students for Open Days, Warden training and in house staff training where required. Attend Open Days to ensure tours of the campus and the information relayed meet the expectations of prospective students or conference guests.
- General Office duties including: dealing with telephone calls; processing of parcels and mail for staff and students; accepting parcels for students and ensuring the security of any deliveries; including other administration duties and providing a reception service.
- Finance including: raising and monitoring orders on the University's Finance system and payment of invoices as necessary; production of financial reports, taking student charges and production of bills / invoices Cardiff Met services to other departments and outside organisations.
- To assist Fire Warden when necessary (dealing with alarms etc), to be responsible for the locking up of the Residences office and hand-over procedures and to be responsible for the end of day key issue audit and chasing contractors / staff where necessary before the office closes.
- Liaison with, and responding to, enquiries from commercial guests during residential conference periods and assisting in the organisation of the summer conference period with the Summer Conference Assistant and Halls Manager. Dealing with any issues raised by conference guests, organisers and the Conference Team.
- The role will require working weekends on busy periods including on Open Days, student arrivals and vacating of accommodation.
- The post-holder will be required to undertake first aid qualifications.

- Undertake such projects or duties as may be reasonably be required by the Head of Residential Accommodation Services.

Person specification

Essential qualifications / Professional memberships

- 5 GCSE's (or equivalent) including English and Maths

Essential experience, knowledge and skills

1. A good knowledge and experience of IT, financial and generic computerised systems.
2. Good communication/interpersonal skills with the ability to undertake presentations and public speaking.
3. Demonstrate a strong commitment to delivering exceptional customer service, ensuring a positive and professional experience for students, guests, and staff.
4. Ability to work on own initiative and as part of a team.
5. Flexible approach and adaptable to the needs of students.
6. Ability to work under own initiative and organise and prioritise work effectively with minimum supervision, with a methodical approach to work.
7. Ability to listen actively, show empathy, and handle challenging situations calmly. Experience working with the public in sensitive or demanding circumstances.
8. Ability to deal with people with tact, courtesy and empathy and sympathy and an understanding of the needs of students.
9. Previous administrative experience, with a proven ability to work effectively within established operational procedures.
10. Experience of producing high quality literature and other materials.
11. Experience of working in a small team and working with colleagues and external organisations to achieve aims and objectives.
12. Experience of effectively handling customer enquiries and complaints in a professional manner.

Desirable

1. Knowledge of health and safety and security issues.



2. Practical awareness of Equality and Diversity in the workplace.
3. Experience of dealing with commercial guests and organising events.
4. Experience of working in a University environment and student records.

Welsh skill requirements

Welsh is essential to our students and staff and is a key part of our provision and services. For every position at Cardiff Met, proficiency in Welsh language is either essential or desirable. You can find information about the levels by viewing our booklet: [Welsh language skills levels](#). If a skill is listed as essential in the table below, please ensure you demonstrate this in your online application form.

Language level and general descriptor	Listening	Reading	Speaking	Writing
A1 – Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh.	Desirable	Desirable	Desirable	Desirable
A2 - Basic user Can deal with simple, straightforward information and communicate in basic Welsh.				
B1 - Intermediate user Can communicate, to a limited level, in Welsh about things that are familiar and/or work related.				
B2 - Upper intermediate user Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker.				
C1 - Fluent user Can communicate fluently in Welsh.				
C2 - Master user Can communicate fluently on complex and specialist matters in Welsh.				

Disclosure & Barring Service requirements

This post requires an enhanced DBS check.



Supporting information

The University is a dynamic organisation and changes may be required from time to time. This job description and person specification is not intended to be exhaustive.

The University is committed to the highest ethical and professional standards of conduct. Therefore, all employees are expected to have due regard for the impact of their personal behaviour and conduct on the University, students, colleagues, business stakeholders and our community. Each employee must demonstrate adherence to our Code of Professional Conduct. In addition, all employees should have particular regard for their responsibilities under Cardiff Metropolitan University's policies and procedures.