**Human Resources**

**JOB DESCRIPTION & PERSON SPECIFICATION**

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<td><strong>Job title:</strong></td>
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<td><strong>Reports to:</strong></td>
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<td><strong>Department:</strong></td>
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<td><strong>Direct reports:</strong></td>
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**JOB PURPOSE & GENERAL INFORMATION**

To use a complete customer-focused approach to ensure the comfort and safety of all our student members and customers, to monitor and maintain security of the premises and to facilitate the smooth running of events.

The House Management Team will manage the customer service, safety and cleanliness in all our premises each evening and during main daytime events, ensuring that they are aware of all that is planned for their shift and then helping to facilitate its smooth delivery.

The post holder, with direction from the House Shift Manager, will assist and lead teams in providing the main welcome to all members and customers and working closely with the bars, catering and event management teams, will ensure that the members and customer needs are met throughout their time in our premises. The post holder will also take a shared responsibility for the maintenance and appearance of the premises working within the House team, reporting issues to the House Shift Manager so they can be forwarded to the Estate & Premises Management team.

The post is an integral part of the House Management team and will be the focus for managing our buildings during the evenings and ensuring excellent customer service and safety during any events.

**MAIN DUTIES AND RESPONSIBILITIES**

**Staff Supervision & Support**
- To ensure the House Team members provide an exceptional standard of service in all Students’ Association outlets and practice excellent standards of team work to maintain and deliver high standards of performance within their teams.
- To assist the House Shift Manager in briefing House staff and any volunteers at the start of a shift on any events that are happening during the shift and ensure that relevant policies and procedures, including fire, health and safety, and customer service are adhered to at all times.
- To assist in any induction, training and development processes for House Team Members.
- To maintain a positive, friendly working environment.

**Standards & Service**
- To ensure the safety and comfort of all members, users and customers, and maintain the highest standards of customer service at all times.
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- To assist the House Shift Manager with being a point of contact for the evening/event management of the building and to ensure all users are welcomed to the building, guided to the appropriate area and supported by appropriate staff if required throughout their visit.
- To assist with the security of the buildings and grounds at all times, ensuring the premises are vacated and securely locked and alarmed at the end of the evening. N.B. When a member of the House Management team isn’t present the Team Leader will always be the last person to leave.
- To ensure that appropriate standards of behaviour are maintained on the premises by members, customers and staff and to attend and manage difficult customer situations if requested by bar staff or any other Students’ Association staff or security.
- To ensure that the premises are maintained to a high standard, working closely with the Premises Management team and to undertake routine maintenance where time allows, or contact the appropriate person or company if the task is beyond your skills or of an emergency nature.
- To ensure the appropriate standards of cleanliness are maintained throughout our premises.
- To monitor and control activity in the close vicinity of the premises.
- To assist in completing all appropriate safety checks before any event, to maintain appropriate logs and to complete any appropriate reports relating to customer behaviour or premises maintenance or safety.

Business Development & Efficiency

- To ensure that all areas in use are clean, adequately prepared to stated requirements, heated, ventilated, and lit in advance of users arrival – working in close partnership with bars, catering and event management teams.
- To understand the basic principles of people flow management and effectively deal with customer access for meetings, major events, event intervals and other pressure points.
- To empty and set up rooms, where time allows, for meetings or events during the evening or in preparation for the following day.
- To supervise any externally provided security teams and liaise closely with those teams on queue management and managing access to the buildings.
- To monitor and control member and customer activity in the close vicinity of the premises.

Supporting the House Management Team

- To support the House Shift Manager in making sure that all events are adequately staffed.
- To liaise closely with House Shift Manager, box office, catering, bars, event and technical managers to ensure the smooth running of any events in our premises.
- To assist in maintaining the highest standards of premises maintenance, cleanliness and safety management. Reporting any issues to the House Shift Manager, Senior House Manager or Bars management team.
- To call emergency services as necessary and act as one of the lead personnel if an evacuation situation occurs.
- To assist the Marketing team to publicise events or obtain market research information if required (e.g., exit flyers after events).
- To provide ongoing feedback on ways to constantly improve our standards of customer service.
• On occasion to act as one of the nominated keyholders and to attend the site in the event of an alarm activation.

KEY RELATIONSHIPS
• House Team
• House Shift Managers
• Senior House Manager
• Bars Shift Managers & Bars Teams
• Estates Team
• Customers and Members

Other:
• The Students’ Association’s overall vision is that ‘all students at Edinburgh should have the power to shape their own future and enjoy a vibrant and cohesive student community where everyone is valued and respected’. Our staff have an essential part to play in achieving this vision. Every staff member at the Students’ Association, wherever they work, has the same responsibility.
• A commitment to the delivery of the Students’ Association’s Strategic Plan through the implementation of departmental plan activities
• A positive and respectful attitude to all Students’ Association staff, its management, the organisation as a whole, and its members, clients and partners
• To ensure that every student, staff member or visitor using any of our services has the best possible experience of that service and of the Students’ Association as an organisation.
• Adhere to and support Students’ Association’s Ethical, Environmental and Health and Safety policies and procedures
• A commitment to training and development of self and others
• Any other appropriate duties as reasonably required by your line manager, Departmental manager or Senior Management
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<tr>
<th>Job title</th>
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Person Summary:
An enthusiastic, confident and competent Team Leader with demonstrable experience of leading staff teams to a high standard with excellent levels of service, and with a working knowledge of Health and Safety legislation and best practice guidelines relating to event management.

A customer focused, committed person with a consistently professional approach to all their duties and a considerable eye for, and attention to, detail. A person with very high expectations of themselves and others, with a passion for great service, who takes pride in their work and that of their team, and who has the ability to maintain delivery at a consistently high standard.

ESSENTIAL:

Knowledge and Experience:
- Demonstrable experience within a customer-focused role
- Experience of managing customer flow and queues for events.
- Experience of managing difficult customers in an appropriate manner.

Personal skills and attributes:
- A commitment to and understanding of ongoing staff professional development.
- Excellent communication and interpersonal skills.
- Strong organisational skills and the ability to prioritise.
- The ability to demonstrate a positive, helpful and welcoming attitude to members and customers
- The ability to build and maintain good working relationships with fellow staff and members/customers and to be a positive role model as a team leader.
- The ability to maintain a mature and calm disposition
- The ability to lead and motivate staff.
- A willingness to learn new skills as required and undertake appropriate training.
- Smart personal appearance.
- Enthusiasm, imagination and ambition.
- Flexibility in terms of hours worked/shift patterns.

Other:
- A very positive attitude towards Edinburgh University Students’ Association and a strong desire to work for the organisation and to help to support future developments to reach consistent standards of excellence for the whole organisation.
- A strong commitment to delivering a genuinely world leading student experience for our student members as well as for our customers.
- A strong commitment to the values of the organisation and a desire to make a positive contribution to those values.
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### DESIRABLE:

**Knowledge and Experience**
- Experience of cash handling.
- Working knowledge of alarm systems (intruder and fire alarms)
- Working knowledge of evacuation procedures.
- Working knowledge of Health and Safety issues relating to public spaces and events
- First Aid Certificate Experience of developing and delivering staff training and induction processes.

### Shared Values:
Our core values are the most important way in which we define who we are. They guide our strategy, inform our everyday decisions and influence our behaviour, both as an organisation and as individuals representing the Students’ Association.
- Students first
- Home from Home
- A place for all
- Power to change

### Shared Competencies:
- Communicating effectively
- Customer Focus
- Delivering results
- Initiative & Creativity
- Leading & Developing Teams
- Teamworking

For each of the above competencies, our competency framework describes the specific behaviors you need to demonstrate in this role. Within the competency structure, this is a Level 2 position.