



# Job description and person specification

Partnership Lead (Residences)

# Job description

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| **Job title** | Partnership Lead |
| **College/Service** | UAL Various |
| **Department/Team** | Accommodation, Catering and Retail |
| **Accountable to** | Student Experience Manager (Residences) |
| **Contract** | November – 31st May |
| **Term** | 15-25 hours per week (more hours available in peak times) |
| **Grade** | Grade 2 |
| **Salary** | £ per hour |
| **Location** | UAL various sites / main site Elephant and Castle |
| **HERA Reference** | XXXXXX |

### Purpose of the role

Come and be part of a creative, diverse and award-winning team that is leading the way in delivering unforgettable experiences for students living in UAL halls of residences. The Halls Life team operate in a fast-paced environment that is forever adapting to the students’ needs. We put the students at the heart of everything we do ensuring we support our student committees to deliver impactful and meaningful events and campaigns across our portfolio.

This position will support the Student Experience manager primarily with developing new and existing partnerships with external stakeholders for event purposes or income generation. Exploring new opportunities to generate revenue to put back into student experience and elevating partner hall relationships. They will also support with the EDI gap analysis taking place across the department to identify how UAL Accommodation, Catering and Retail alongside the wider Estate can be sector leading in this field, enhancing staff and student experience.

### Key duties and responsibilities

* Relationship building with external / community partnerships to create a catalogue of contacts for mutual beneficial purposes for our student/staff led events ie; venues, services or performers.
* Supporting with event delivery across our portfolio of halls with new partnerships where applicable.
* Developing new initiatives and ways of generating income for the team that benefit students.
* Exploring sponsorship opportunities with external stakeholders to develop revenue for student experience within halls of residence.
* Support to collate findings and research to create action plans for ACR and Estates within EDI, aligning with UAL strategy and objectives.
* Positively represent and discuss the UAL and Halls Life identity and brand to better internal and external reputation.
* Developing relationships and formulating plans to develop student experience with PBSA/nomination halls of residence.
* Occasionally work evening and weekend events,
* Overseeing budget management: raising POs, invoices, refund requests, purchasing and expenses.
* To work in collaboration with student-based services across the university (Students’ Union, Catering, Estates, EDI team etc) to better the student experience.
* To support with the logistics of central EDI events that benefit students and staff at UAL eg. Pride parades, Black History month.
* Use of a wide range of skills and/or knowledge based on qualifications and/or experience, within defined parameters.
* Work under direction but with some flexibility about how to organise own work.
* Some freedom to act and able to use own initiative to solve problems.
* Take on tasks to support the rest of the team where required.

### Key working relationships

* Student Experience Manager
* Event Coordinator
* Student Wellbeing Coordinator
* Hall Committee Administrators
* Student Committees
* Residential Managers
* Marketing and Communications Team
* External Stakeholders (community and venues)

### General duties

These duties below are in addition to the duties and responsibilities listed above:

* Perform duties and tasks consistent within the scope and grade of your role as reasonably may be expected and assigned to you from anywhere within the university.
* Undertake health and safety duties and responsibilities appropriate to the role.
* Work in accordance with the University’s [Staff Charter](https://www.arts.ac.uk/about-ual/equality-and-diversity/charter-marks-and-memberships) and Dignity at Work Policy and anti-racism plans, promoting equality diversity and inclusion in your work.
* Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University’s Planning and Review Conversations (PRC) scheme and staff development opportunities.
* Make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness.
* Conduct all financial matters associated with the role in accordance with the University’s policies and procedures, as laid down in the Financial Regulations.
* Contribute to the University’s [Climate Action Plan](https://www.arts.ac.uk/about-ual/climate-action-plan) and [Social Purpose Strategy](https://www.arts.ac.uk/__data/assets/pdf_file/0024/411486/social-purpose-implementation-plan.pdf) which sets out our principles, commitments and goals towards climate justice and our socio-environmental purpose.

# Person specification

This section provides a list of up to 10 essential criteria (and up to 2 desirable criteria if specified) that you will need to demonstrate you meet as part of the recruitment process.

### Experience, knowledge and qualifications

* Educated to degree level/ or equivalent training/experience within partnerships for at least one year.
* Experience in working within a HE environment
* Owner of a valid and in date driving license for the UK (desirable)

### Communication skills

* Communicates effectively orally, in writing and/or using visual media.

### Leadership and management.

### Supervises external stakeholder management throughout the year to ensure exceptional student experience is upheld.

### Planning and managing resources

* Plans, prioritises and organises work to achieve objectives on time.
* Attention to detail is critical when managing multiple projects
* Proficiency in Microsoft Outlook, Teams and Office software.
* Organisational expertise – managing multiple projects and tasks at once.
* Experience of planning and delivering small- and large-scale events.

### Teamwork

* Works collaboratively in a team or with different professional groups, ensuring the principles of equality, diversity and inclusion are upheld.

### Student experience or customer service

* Provides a positive and responsive student or customer service.
* A passion for delivering impactful high-quality experiences in a fast-paced environment

### Creativity, innovation and problem-solving

* Uses initiative or creativity to resolve problems.