



Job Description

Position Title	Assistant Manager Student Residence and Housing
Department	Office of Student Life
Type of Position	Full Time

POSITION DESCRIPTION

The incumbent is primarily responsible for providing support to both male and female hostels. He/She will help build communities that are culturally rich, socially robust, inclusive, and respectful of diversity. The incumbent will also focus on improving the quality of life in the HU residences, including, being attentive to safety and security of residents and assisting with policy implementation and facilities operations.

The position requires an individual who is flexible enough to assume a variety of roles as dictated by the changing needs of students. It is crucial that the individual be able to relate well to others and handle administrative responsibilities and is a crucial link in creating an environment in which students develop independence and learn to live cooperatively with others.

DUTIES AND RESPONSIBILITIES

The duties and responsibilities of this position include, but are not limited to, the following functions:

Community Development

- ✓ Collaborate with the relevant stakeholders to develop and lead, social, educational, cultural, service and recreational programming for residents
- ✓ Coordinate and conduct regular building and community meetings
- ✓ Mediate roommate conflicts and follow-up on student issues and concerns
- ✓ Interpret and enforce Residence Life Policies and Procedures and Student Code of Conduct
- ✓ Develop and conduct Orientation sessions for new residents and their families
- ✓ Coordinate with relevant departments to ensure responses to parent queries and maintain communication through website and newsletter
- ✓ Maintain a visible presence in the residence hall as a live-in professional (preferred) and engage in positive, professional interactions with students after business hours to promote community development

Administrative

- ✓ Allocate rooms in accordance with University policy
- ✓ Coordinate with hostel staff and university administration to maintain a clean and safe physical environment
- ✓ Work with the Manager Student Life to coordinate housing application and assignment processes, including opening and closing procedures; key distribution; room inspections; security, maintenance and repair requests; and damage, cleaning, and other charges.
- ✓ Serve as primary liaison to provide facilities repair
- ✓ Work with the Manager Student Life to provide oversight for the housing and residential life budget
- ✓ Assist in hiring and supervision of staff responsible for assisting with the management and daily operations of the hostel
- ✓ Update, create and maintain housing policies, publications including the Hostel Housing Guide, FAQs and housing website information.
- ✓ Maintain student housing records (e.g., applications, signed Lease Agreements, daily roster etc)
- ✓ Participate in weekly or biweekly Student Affairs Office meetings
- ✓ Assist with other duties pertaining to student life

Training and Staff Supervision

- ✓ Directly supervise all staff on the hostel premises and student interns

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- ✓ Participate in the recruitment, selection, and evaluation of on-site staff
- ✓ Coordinate and lead training and information sessions for on-site staff and student interns.

REQUIRED JOB SPECIFICATIONS

Required Qualification	✓ Master's degree in / psychology/ MPA, hospitality management OR bachelor's degree and equivalent work experience in hostel administration
Required Experience	✓ Work experience of at least 3-4 years in relevant field

REQUIRED JOB COMPETENCIES (Technical and Soft Skills)

S#	Competency	Criticality (High / Low / Medium)
1.	Organizational skills	High
2.	Administrative skills	High
3.	Interpersonal communication and negotiation skills	High
4.	Problem Solving skills	Medium
5.	Financial Reporting	High
6.	Initiative when making decisions	Medium
7.	Interest in working with diverse groups	High
8.	Understanding of housing management, relevant policy and current housing issues	High
9.	Confidentiality	High
10.	Understanding of Various Regional language of Pakistan	Medium

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