

<b>SECTION A: THE ROLE</b>	
<b>Job Title:</b>	Barrow Campus Supervisor & Accommodation Liaison Officer
<b>Institute/Service:</b>	Student Services
<b>Job Grade:</b>	Grade 06 (0.8 FTE)
<b>Job Family:</b>	Services
<b>Job Location:</b>	Barrow
<b>Responsible To:</b>	Ambleside & Barrow Campus Manager
<b>Responsible For:</b>	Campus Assistants
<b>Role Purpose:</b>	
<p>The Barrow Campus Supervisor will play a pivotal role in the effective day-to-day management of the Barrow Campus, with direct responsibility for the combined Student Enquiry Point (StEP) and Reception service. This front-facing role is integral to delivering a welcoming, professional, and student-focused environment, ensuring a high standard of service to students, staff, and visitors alike.</p> <p>In addition to overseeing daily campus operations, the role holder will take a lead in building and maintaining relationships with local residential accommodation providers. A key objective is to curate and manage a portfolio of approved housing options for promotion via the University's Studentpad platform, supporting both current and prospective students. The post will also be instrumental in securing accommodation for students undertaking placements through the Pears Cumbria School of Medicine.</p> <p>As the first point of contact at the StEP desk, the role demands exceptional customer service and communication skills, with a strong commitment to meeting defined service standards. The Supervisor will contribute significantly to a positive campus experience and support the operational efficiency of the site.</p> <p>The post holder will work collaboratively across a range of professional services including Student Services, Library Services, Academic Registry, Estates, and Campus Services. Building and sustaining strong cross-departmental relationships will be essential to delivering joined-up, seamless services. The role will also lead the development of standard operating procedures and escalation protocols to ensure consistent, high-quality service delivery at the Student Enquiry Point.</p> <p>Further responsibilities include deputising for the Campus Manager as required, taking a lead role in responding to emergencies, and maintaining weekly liaison with staff at BAE Systems' Submarine Academy for Skills and Knowledge (SASK) to support effective coordination and campus operations.</p> <p>This role is critical to both the successful launch and long-term success of the Barrow Campus, supporting the University's strategic ambitions through operational excellence, outstanding service provision, and effective stakeholder engagement.</p>	

<b>SECTION B: PRINCIPAL DUTIES/KEY OBJECTIVES</b>	
<b>1.</b>	Day-to-day management of the combined Student Enquiry Point and Reception functions ensuring that staff are offering a high level of customer service to Students, Visitors and Staff.
<b>2.</b>	Assisting with the day-to-day operations of the campus, ensuring staff contribute to smooth site operations, liaising with external stakeholders such as BAE Systems Submarine Academy for Skills and Knowledge, local community groups and local accommodation providers.
<b>3.</b>	Representing an on-campus presence for professional services for the university including Student Services, Library Services, Academic Registry, Estates and Campus Services as well as being a key contact for academic colleagues teaching at Barrow.
<b>4.</b>	Providing Fire Warden and First Aid support to the campus and assisting with the coordination of any necessary campus emergency response.
<b>5.</b>	Developing relationships with local residential accommodation providers; to establish a portfolio of properties which can be advertised to current and prospective students via the University's Studentpad platform and to secure the provision of placement accommodation for students studying with the Pears Cumbria School of Medicine.
<b>6.</b>	Occasionally deputising for the Campus Manager in their absence and assisting with the delivery key campus projects and events.

### **Additional Information:**

You may on occasions and in line with operational needs:

- Be required to work different hours including at weekends/evenings;
- Be required to travel to other campuses and sites as necessary.

In addition to the duties listed here, you will be required to perform other duties which are assigned from time to time. However, such other duties will be reasonable in relation to the grade.

It is the University's intention that this role description is seen as a guide to the major areas and duties for which the post holder is accountable. However, the business will change and the post holder's obligations will vary and develop. The description should be seen as a guide and not as a permanent, definitive and exhaustive statement.

### **Our Values:**

At the University of Cumbria, our values shape the way we work, our culture and environment.

#### *We are PERSONAL*

Individuals are at the heart of what we do, and our culture of belonging recognises and supports every person. As an institution, we have mutual respect for those we work with and for and we care about understanding each other's challenges and helping one another to thrive.

#### *We are PROGRESSIVE*

As a university we have a determination to deliver our mission, which keeps us open to opportunities in front of us. We encourage thoughtful and inspirational ideas, and we tackle problems proactively, with optimism, creativity and courage.

#### *We are ENGAGED*

As stewards of knowledge and place, it is our privilege to champion the region and advocate for the value of education. The University of Cumbria is welcoming to different perspectives, expertise and experiences and we are committed to building and nurturing strong links with our communities.

### **Providing an Inclusive Environment:**

The University of Cumbria is committed to providing an inclusive environment, where staff, students and visitors are encouraged to be their true self, in order to enhance the individual and collective experience. As a university community, we share the social responsibility of

enabling this inclusive environment by valuing, respecting and celebrating differences, to ensure that we generate a sense of understanding and belonging.

The university recognises that our differences are our strength, seeking and valuing different perspectives and ideas, in an environment that is without prejudice and bias.

We are committed to embracing our responsibility as a facilitator of change and continue to develop our equality agenda in line with and, where appropriate, beyond the Equality Act 2010. We do not tolerate discrimination, bullying or harassment in any form on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

### **Health & Safety Statement**

All employees at the University of Cumbria are required to ensure that all duties and responsibilities are discharged in accordance with the University's Health and Safety at Work policy. They should take reasonable care for their own health and safety and that of others who may be affected by what they do or do not do. Employees should correctly use work items provided by the University, including personal protective equipment in accordance with training or instructions.

<b>Criteria for Grade 6</b> <b>Role Title: Barrow Campus Supervisor &amp; Accommodation Liaison Officer</b>	<b>Essential/ Desirable</b>	<b>To be identified by:</b>
<b>Qualifications</b> Educated to RQF Level 3 (A Level, Scottish Higher or equivalent) or equivalent experience.	Essential	Application Form
Educated to RQF Level 6 (degree level or equivalent) or equivalent experience.	Desirable	Application Form
<b>Experience</b> Previous experience in a relevant role dealing with administrative and information management systems and understanding of the relevant terminology.	Essential	Supporting Statement/ Interview
Experience of working in higher education and awareness of wider University, HE issues and external changes such as innovations, changes in legislation/regulation which impact on the job. Developing expertise and theoretical knowledge.	Desirable	Application Form/Interview
<b>Knowledge, skills and abilities</b> Able to apply a detailed understanding of customer service and its underlying principles, supported by evidence of experience and/or relevant educational background.	Essential	Supporting Statement/ Interview
Knowledge to act as a main point of contact/ point of referral for student and staff procedures, systems, processes, etc.	Essential	Supporting Statement/ Interview
Ability to effectively manage and develop a team of staff within a work area.	Essential	Supporting Statement/ Interview
Skills to research collate and edit material for inclusion in reports/other documents.	Essential	Application Form/Interview
Analytical/problem solving capability to perform analysis of information and identify issues to support decision making.	Essential	Application Form/Interview
Skills to assess and organise resources, and plan and progress work activities, projects, and implement improvements within own area of work, using initiative and judgement with limited recourse to line management.	Essential	Application Form/Interview
Knowledge of relevant IT packages, information systems and procedures, ability to adapt/transfer skills to use new technology, development and maintenance of websites, eg Office 365.	Essential	Application Form/Interview
Professional approach to work and work colleagues.	Essential	Interview
To either hold a First Aid and Fire Warden qualification or being willing to be trained as such	Essential	Application Form/Interview