



Job Title: Manager of the Griffith Halls of Residence	Reports to: Directors with responsibility for the Griffith Halls of Residence
Location: Dublin South	Job Type: Permanent (subject to 11 month probationary period and ongoing performance review)

Job Summary:

Griffith College wish to recruit for the position of Manager of the Griffith Halls of Residence.

The ideal candidate will be responsible for the full management and operation of 664 student accommodation bedspaces. These are available to learners during the academic year and also available to visitors, learners and the public during the summer months of June, July and August. The objective of the role is to manage, generate the maximum revenue and also run the facility in an efficient manner.

This role requires a hands-on approach, with the ability to work within a varied and often fast-paced environment. You will need to be confident in dealing with a range of support requirements and issues, from designing marketing activities, resolving resident disputes, driving sales, supporting members of the team, responding to queries, tracking performance against KPIs and potentially working with University partners. This is an exciting role where no two days are the same!

The ideal candidate will have proven track record of growing and managing and motivating staff. He/she will have a strong commercial background and knowledge of the workings of a residential educational institution, strong project management experience in maintenance / construction with significant experience within sales, hospitality and logistics.

Role Responsibilities:

The Manager of the Griffith Halls of Residence will have responsibilities including, but not limited to:-

- Executing the commercial strategy for the Griffith Halls of Residence and delivering ambitious financial results.
- Assuming 'ownership' and the development of the new IT system that will support the twelve month accommodation business.
- Upgrading the Halls of Residence on a phased basis to best meet the future needs of residents.
- Preparing annual operating budgets and quarterly forecasts for both the academic year and the summer periods.
- Ensuring the delivery of excellent product and customer experience across all customer cohorts.
- Ensuring the statutory compliance of the Griffith Halls of Residence in relation to landlord regulations and Health & Safety.
- Managing the Security function within the campus (in association with the Campus Services Manager)
- Supporting and managing the small close-knit team covering the following; the front office, resident admissions process, campus life programme, supervision and appointment of all part-time support staff, maintenance and property management, housekeeping and customer service.
- Contributing to residence life and resident welfare.
- Developing efficient and streamlined business processes and systems.
- Managing and motivating the Halls of Residence team to drive customer satisfaction, sales and achieve occupancy targets.



Person specifications / Minimum Education:

- At least five years relevant business experience in managing tourism sales and marketing activities
- Hospitality industry experience where front-line customer service has been a priority of the business
- General management experience with proven, positive and pragmatic outlook
- Proven experience of managing and developing staff and building a positive team culture
- Must be legally entitled to work full time in Ireland

Skills and Competencies include:

- Innovation in the delivery of agile business processes and information systems
- Project management preferably with a maintenance or construction theme
- Proven excellent written and verbal communication skills, including presentation skills
- Excellent IT skills in a wide range of software packages
- An ability to command the trust and respect of colleagues
- Excellent interpersonal skills and the ability to act as an ambassador of Griffith College, as well as cultural awareness and sensitivity in interacting with people from different cultures.
- Strong motivation with well-developed capacity for self-direction
- Proven ability to work under pressure in a fast-paced environment with strong problem-solving skills.

About Griffith Halls of Residence

The Griffith Halls of Residence www.ghr.ie comprises of student apartments located on the Griffith College landscaped grounds overlooking the canal and the Dublin mountains. Our apartments have been sensitively designed to complement and reflect the historical significance of the seven acre campus as a whole, while offering comfortable, modern living with 24-hour security for Residents. Griffith Halls of Residence are built in two blocks which consist of 166 apartments and provides accommodation for 662 residents during the academic year and over the summer months. The facility is open to students and tourists studying in any of Dublin's third level institutions.

About Griffith College

Established in 1974, Griffith College is Ireland's largest independent 3rd level institution with locations in Dublin, Cork and Limerick www.griffith.ie . The main campus is situated on seven acres within a mile of St. Stephen's Green on Dublin's South Circular Road. Griffith College enjoys national and a growing international reputation for student success. The College has gained an enviable, award winning reputation for providing students with first class lectures and excellent study material. Griffith College offers internationally recognised postgraduate and undergraduate degree programmes, complemented by a wide range of professional, short term and corporate training educational solutions - in Griffith College, there is something for everyone. Today there are over 7,000 students studying in the College, whose programmes are validated by Quality and Qualifications Ireland (QQI).

Why work for Griffith College?

- Stunning historical premises on 7 acres of land.
- Competitive salary.
- Training and Development opportunities.
- Free parking facilities.
- Join a dynamic and growing college.



This job description is not to be regarded as exclusive or exhaustive. It is intended as an outline of proposed areas of activity and will be amended in the light of the changing environment within the Faculty and the College.

Griffith College is an equal opportunities employer. Candidates must be eligible to work full-time for any employer in Ireland. We thank everyone for their applications, however, only candidates selected for interview will be contacted.