

ACCOMMODATION CONSULTANT

Job Ref: REQ17964

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Campus Living is the campus hospitality provider at Loughborough University. We provide accommodation and catering within our halls of residence and within our various food and bar outlets for students, staff and visitors.

Job Description

Job Grade

Administrative Services Grade 4

Job Purpose

To provide an accommodation management service for students, staff and external visitors, ensuring both on and off campus accommodation operates at maximum occupancy at all times

Job Duties:

Sales and Marketing

- Promote services offered by the Student Accommodation Centre to all potential internal and external customers, including parents, students and departments.
- Contribute to and produce publications, marketing material and advertisements.
- Take a positive role in publicising our services at promotional events, open days and presentations.
- Identify and monitor local competition.
- Work towards achieving maximum occupancy rates.
- Market the student accommodation to campus visitors, students off site and the University as a whole during the term and vacation, to maximise revenue.
- Identify customer needs through a range of techniques.

Database/Web pages

- To manage the Kx student allocation system and IT databases, ensuring all information relating to both on and off campus accommodation is regularly updated.
- Kx and Web page development and maintenance.

Halls Accommodation

- To handle all enquiries regarding student accommodation including the University Lodge and short term lets during term time and vacation.
- Allocate students into Halls Accommodation, ensuring correct correspondence, offers, contracts and legal information is provided in accordance with associated procedures.
- Deal with disciplinary issues in connection with students in halls with the Accommodation and Customer Services Manager, liaising with appropriate parties.
- Ensure that accommodation provided by third party providers is allocated as per nomination/management agreement.
- Ensure that special needs and disabilities are catered for; liaising with CDS to ensure Health and Safety issues are addressed and special equipment is available.
- Reserve and allocate rooms for manual allocations as agreed with relevant departments. i.e. Erasmus, Sports Performance, etc.

- Deal with withdrawal requests in accordance with Licence Terms and Conditions.

Non Halls Accommodation

- Arrange and conduct the signing of Tenancy or short-term let agreements for non-halls properties.
- Ensure that tenants are aware of legal responsibilities.
- Complete all necessary system processes regarding the Tenancy.
- Carry out inspections and co-ordinate repairs in conjunction with the Campus Living and FM maintenance teams.

Finance

- Ensure Hall fees are charged correctly to students on Kx as per relevant Fee Sheet.
- Responsible by ensuring early arrival, withdrawal and other administration charges are allocated to student accounts.
- To set visitor/vacations prices and details of accommodation for students and visitors in hall accommodation.
- Management of rent, deposit and utility charges for non-halls accommodation in conjunction with Accommodation Business Administrator.
- Deal with the administration of student deposits and room bonds in conjunction with the Accommodation Business Administrator, the Hall Managers and LU Finance office.
- Assist in the process of hall damage charges on Kx and Agresso.
- Deal with any queries raised by Campus Living or University Finance departments relating to student accommodation.
- Assist in rent arrears control.
- To be responsible for relevant cash and credit transactions created in the Student Accommodation Centre.

Process & System Improvement

- Follow set Campus Living policies and procedures.
- To continually review, improve and implement accommodation processes and systems to the benefit of the customer and the University.

Communication

- To give an all-round service with clear, sound information and advice on accommodation.
- Work closely with Hall Wardens, Hall Managers, Operations Team and Finance Office.
- Regular contact with departments that have an impact on the student accommodation process.
- Handle queries/complaints from students, visitors and internal and external customers on matters relating to accommodation.
- Ensure that all facts and figures regarding letting information is kept up to date and communicated clearly to all members of the team and management.
- Keep the team regularly updated on current events through various techniques.
- Keep team updated on own current workload via regular meetings.

Staff Management

- Delegate tasks to and monitor work of Accommodation Advisors.
- To train and supervise staff members for the Advice Centre.

Fiscal Awareness

- Be aware of financial targets and budgets.
- Be aware of key calendar dates and all processes required to meet set deadlines.

Legislation

- Be aware of and adhere to data protection and relevant legislation.
- Keep updated on any new relevant legislation.
- Disability awareness.

Customer Service

- Provide a high quality service to all customers.
- Demonstrate tact and diplomacy, and be able to maintain this when under pressure.
- Assess the Customer needs to ensure as many students as possible get the accommodation they requested.

- Have a good awareness of the online Halls application process and be able to provide assistance to students experiencing difficulties.
- Have a good understanding of the accommodation provision both on and off campus in order to give the most appropriate advice.
- Deal with customer queries either in person or by phone, email or in writing.
- Promote Campus Living and the University at all times.

Training

- Attend any relevant training courses and continue own personal development.
- Assist the manager in training Campus Living staff in processes and procedures.
- Ensure that staff are aware of all improvements to current software packages used by the Student Accommodation Centre and provide relevant training / support where necessary.
- Provide training to other Loughborough University staff on the use of the Kx software as required.

Health, Safety and Hygiene

- Be fully aware of fire evacuation procedures.
- Be responsible for the security of all office areas during opening times and on closure.
- Ensure that your whereabouts and safety is communicated to internal staff members when out of the office.
- Be fully aware of any possible hazards whilst off site and take action to eliminate risk of harm.

Other

- Reporting to and working closely with the Senior Accommodation Consultant and the Accommodation and Customer Services Manager.
- Working closely with the Accommodation Property Manager, Accommodation Business Administrator, the Halls Accommodation Team and Third Party Management teams.
- Duties may include visiting other Campus locations and off campus properties.
- Any other duties that may be reasonably determined with the Accommodation and Customer Services Manager.

Special Conditions

- Due to the nature of the work it may not be possible to take annual leave at crucial times within the accommodation process. You will be required to work weekends and outside of office hours at certain times, i.e Open Days and arrivals.

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

1 – Application

2 – Test/Assessment Centre/Presentation

3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Minimum of 2 years' relevant administration experience	1,3
	Experience of using / maintaining computerised processes	1,3
	Experience of understanding and managing customer expectations	1,3
Skills and abilities	Communication – must be confident in being able to deal and negotiate with customers	1,3
	Confident in communicating to senior managers and academic staff	1,3
	Proficient in IT packages within an office environment including Microsoft Office (Word, Excel and Outlook)	1,2,3
	Ability to represent the organisation at promotional events	1,3
	Motivational skills – be able to promote a positive team environment and be a strong team player	1,3
	Organisational and time management skills	1,2,3
	Able to prioritise own workload effectively	1,2,3
	Ability to cope with some high pressure periods whilst maintaining tact and diplomacy	1,3
	Training	Demonstrate evidence of having undertaken further training
Qualifications	GCSE Maths and English (Grade A-C) plus Minimum A Level standard or equivalent	1,3
Other	Expected to wear Organisation Corporate wear whilst on duty	1,3
	Be flexible in working hours and prepared to work some evenings or weekends at peak times of the year	1,3
	Avoid arranging holidays during specified busy periods as specified at interview	1,3

Desirable Criteria

Area	Criteria	Stage
Experience	Sales experience	1,3
	Experience within Accommodation Management	1,3
	Experience of working within a Higher Education environment	1,3
Skills and abilities	Understanding of accommodation delivery and relevant housing legislation	1,3
	Knowledge of Campus/University IT systems	1,3
	Competent in using Powerpoint, Access and website development	1,3
	Able to deliver presentations and promotional events to potential customers	1,3

Training	Be able to train staff as required on systems/processes	1,3
Qualifications	Degree or equivalent	1,3
Other	Use of own car	1,3

Stages in assessment: 1: application form at shortlisting, 2. selection test, 3. interview

Conditions of Service

The appointment will be on a full-time, 37 hours per week, open ended contract, Administrative Services Grade 4 (£19,850- £23,557 per annum) at a starting salary commensurate with experience and qualifications. Subject to annual pay award.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Operational and Administrative staff, details of which can be found at:

<http://www.lboro.ac.uk/services/hr/a-z/conditions-of-service.html>

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Informal Enquiries

Informal enquiries should be made to Rachel Havens, Senior Accommodation Consultant by email at: r.havens@lboro.ac.uk or by telephone on: +44 (0)1509 223604

Applications

The closing date for receipt of applications is Wednesday 25 October 2017. Interviews will be carried out on Thursday 2 and Friday 3 November 2017.