

STUDENT ACCOMMODATION ADVISOR

Job Ref: REQ180319

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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

To form part of the Accommodation Advice Centre, set up to operate during the period from A Level results up to and including Fresher arrival week. The Advice Centre takes first-line responsibility for dealing with the increased number of enquiries by telephone and email during this period and to give administrative support to the Student Accommodation Centre specifically and Campus Services in general.

Job Grade:

Administrative Services Grade 3

Job Purpose

To represent the Student Accommodation Centre in answering telephone calls and emails from students, parents and visitors. Giving advice and information regarding the accommodation options and application process.

To assist and support the Student Accommodation Centre team in administration and reception duties, including open day activities.

Job Duties

- To answer telephone calls and emails in a polite, customer friendly manner - being attentive and empathetic to the callers needs
- To represent the University in a professional manner at all times, even if under pressure
- To be familiar with allocation procedures, fees structure, campus hall life, University life and Loughborough in general; keeping updated on the current admissions and accommodation situation
- To handle all enquiries in an efficient and courteous manner, using guidance to ensure that all enquiries are fully resolved
- To be able to understand the enquiry and escalate to the appropriate member of staff as required
- To monitor levels/types of caller and agree action to be taken with the Accommodation and Customer Services Manager and Student Accommodation Centre staff
- To be familiar with the University databases (accommodation and admissions) to find answers to specific enquiries
- To ensure that defined objectives and timescales are met, taking responsibility for designated tasks

- To be required to work with the Student Accommodation Centre team as and when necessary
- To ensure the facilities and equipment for the Advice Centre are treated with respect
- At the end of the Advice Centre, produce a report for the Accommodation and Customer Services Manager, analysing the Advice Centre operation, highlighting possible improvements and training questions for the following year

Points To Note

The Advice Centre will be open to receive calls from Wednesday 15 August to Friday 28 September 2018.

Opening hours are 08:30 – 18:00 Monday to Friday for the first and last weeks, reducing to 17:30 (normal office hours) in the interim weeks. The basic 37 hours per week will be worked between these hours. In addition, all Advisors will be required when the Advice Centre is open on Saturday 18 August 2018 and for the University Open Day on Saturday 22 September 2018.

To wear suitable office clothing as instructed – Campus Living shirt provided.

There will be specific training on telephone handling, customer care and admissions/accommodation procedures that you will be required to attend from Friday 10 August 2018.

Special Conditions

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.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to the Accommodation Property Manager, Student Accommodation Centre.

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	Experience of Living in a Student Hall of Residence	1,3
	Experience of UCAS system	1,3
	Working in a customer facing environment	1,3
Skills and abilities	Basic IT Literacy, including Microsoft Office and email	1,2,3
	Articulate and clear speaker in person and by telephone	1,3
	Able to listen, understand and remain impartial	1,3
	A team player	1,3
	Good standard of written and spoken English	1,2,3
	To be available to undertake related training as required	1,3
Training	To be available to undertake related training as required	1,3
Qualifications	Educated to A Level standard or equivalent	1
Other	Reliable, flexible and available for the dates specified for the Advice Centre role	1,3
	Ability to follow procedures and guidance to ensure enquiries are resolved appropriately	1,2,3
	Ability to work under pressure	1,3
	Expected to wear Campus Living uniform/suitable office attire whilst on duty	1,3

Desirable Criteria

Area	Criteria	Stage
Experience	Knowledge of Hall Life at Loughborough University	1,3
	Working in an office environment	1,3
	Sales experience	1,3
Skills and abilities	Use of a telephone in a work environment	1,3

Qualifications	Educated to GCSE or equivalent in English and Maths	1
Other	Willing to work additional hours if required during busy periods	1,3

Conditions of Service

The position is offered on a full-time basis and fixed term from 10 August to 28 September 2018. Salary will be on Administrative Services Grade 2 at £15,721 per annum.

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 [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

Informal Enquiries

Informal enquiries should be made to Kerry McPheely, Accommodation Property Manager by email at k.p.mcpheely@lboro.ac.uk or by telephone on 01509 223603.

Applications

The closing date for receipt of applications is **15 May 2018**. Interviews will be held on **23, 24 and 25 May 2018**.