

Job Title: STUDENT ACCOMMODATION ADVISOR

Job Ref: REQ250338

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

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.

Job Grade:

Administrative Services Grade 3 (appointed to base of grade)

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 accurately and concisely document incoming and outgoing student contact on the accommodation database
- 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 Student Accommodation Centre staff and if necessary with the Student Accommodation Centre Manager
- To be familiar with the University accommodation database to find answers to specific enquiries
- To ensure that defined objectives and timescales are met, taking responsibility for designated tasks
- To ensure the facilities and equipment for the Advice Centre are treated with respect

- At the end of the Advice Centre, produce a reflective report for the Student Accommodation Centre Manager analysing the Advice Centre operation, highlighting possible improvements and suggestions for the training programme for the following year

Points To Note

The role commences from Friday 8th August 2025 for a comprehensive training programme.

The Advice Centre will be open to take calls from Wednesday 13th August through to Friday 26th September 2025.

Some Saturday hours will also be required to support University Open Days.

To wear suitable office clothing as instructed – Events team T-shirt is provided.

Please note that we are not offering sponsorship for this role, therefore applicants will be required to evidence they have the right to work in the UK or a valid working VISA for the period of the role.

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 includes Belonging & Inclusion.

Organisational Responsibility

Reports to the Accommodation Business Administrator Stephen Bailey, 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 applying to university, either by UCAS or directly.	1,3
Skills and abilities	IT Competent, including experience with Microsoft Office and email	1,2,3
	Articulate and clear phone and in person manner	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
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 provided t-shirt/suitable office attire whilst on duty	1,3

Desirable Criteria

Area	Criteria	Stage
Experience	Knowledge of Hall Life at Loughborough University	1,3
	Previous experience working in an office environment	1,3
	Sales experience or a customer facing environment	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 Friday 8th August to Friday 26th September 2025. Salary will be on Administrative Services Grade 3 at £24,794 per annum pro rata.

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](#).

Informal Enquiries

Informal enquiries should be made to Stephen Bailey, Accommodation Business Administrator s.p.bailey@lboro.ac.uk tel. 01509 223 606 by email or telephone.

Applications

Closing date: Friday 9th May 2025

Interviews: w/c 19th May 2025