

ACCOMMODATION OFFICER

Job Ref: REQ251084

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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

Job Grade

Administrative Services Grade 4

Job Purpose

This position is based in the **Student Accommodation Centre**, where you'll play a key role in supporting our reception team on a rotational basis. You'll provide professional advice and guidance to prospective students and their parents, assist with off-campus property management, and help ensure our on-campus accommodation maintains maximum occupancy throughout the year.

The balance of these responsibilities may shift depending on priorities, so flexibility is essential. You'll also be expected to support other areas of the Student Accommodation Centre as needed to meet business demands.

Job Duties:

Allocation of Accommodation

- Handle all enquiries regarding student accommodation and assist prospective students in making informed choices from the available rooms in Halls
- Develop a detailed knowledge of the processes associated with the allocation of rooms in Student Halls; develop proficiency in the use of IT systems which support the allocation of rooms
- Assist with allocating students into Halls Accommodation; ensure appropriate correspondence, contractual and legal information is provided; Process and record the transfer of students between rooms and withdrawal of students from Halls in accordance with Licence Terms and Conditions
- Work with colleagues and take responsibility for certain specialist accommodation booking requirements as directed by the Senior Accommodation Officer e.g. University Lodge, pre-sessional students, visitors accommodation, family accommodation and summer accommodation; taking on responsibility for managing bookings and chasing up payment where appropriate

Customer services and promotion

- Provide shared support for the Student Accommodation Reception, on a rotational basis; opening and closing the office, providing professional advice and support for enquiries from Students and Parents received by email, phone and in person, ensuring that enquiries are dealt with in a timely manner
- Contribute to departmental visit days, University Open Days and student roadshows including delivering presentations and responding to queries
- Promote services offered by the Student Accommodation Centre to all potential internal and external customers, including students, parents, Landlords and University departments.
- Contribute to and produce publications, marketing material and advertisements.
- Ensure that all accommodation information is kept up to date and communicated clearly to all customers including literature and notice boards

Off-campus property management

- Administer the process for registering properties on the Student Pad system; liaising with landlords, monitoring the number of adverts and ensuring payment is made
- Work with the Accommodation and Property Manager to review how the Student Pad system is used for advertising properties; suggesting areas for improvement to develop the offering for students
- Assist in maintaining a record of all properties which require inspections; scheduling when inspections need to take place and ensuring that these are done on time
- Taking part in off-campus property inspections when needed
- Take enquiries for the 'rent a room' scheme and ensure that the adverts are uploaded onto the webpage
- Work with the Accommodation and Property manager to develop a working knowledge of the University Owned Houses; assist with organising compliance visits and carrying the check-in and check-out audit Assist with collection and monitoring of off-campus income from and rent arrears control.
- Monitor and record expenditure for University off-campus properties.

Accommodation office support

- Provide support for minute taking at team meetings and other departmental meetings as required
- Assist with other office duties as required, Customer Services enquiries and mail distribution

Other

- Reporting to, or working closely with, the Accommodation and Property Manager, Customer Services Manager and Senior Accommodation Officer
- Duties may include visiting other Campus locations and off campus properties
- Work to build effective relationship with Hall Wardens and Hall Managers to continuously review processes and suggest improvements to the student experience
- Fully participate in the University's Performance and Development Review (PDR) process; engage with agreed objectives, and undertake training and development as requested by the Accommodation and Property Manager in conjunction with the Senior Accommodation Officer
- Undertake other responsibilities commensurate with the position and grade as required
- To assist with the training and supervision of staff members for the Advice Centre and other temporary workers.

Points to Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Due to the nature of the work it may not be possible to take annual leave at crucial times within the accommodation process. It may be required of you to work weekends and outside of office hours.

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.

Reports to either the Accommodation and Property Manager, Senior Accommodation Officer or Customer Services Manager

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 | Relevant work experience within a customer facing role | 1,3 | |
| | Previous administrative experience in a fast-moving environment | 1,3 | |
| | Experience of understanding and managing customer expectations | 1,3 | |
| | Experience of using / maintaining office databases and processes | 1,3 | |
| | Experience of note/minute taking | 1,3 | |
| Skills and abilities | Communication – must be confident in dealing with queries from both internal and external customers (written and verbal) | 1,3 | |
| | Able to deliver information to potential customers | 1,3 | |
| | Ability to represent the organisation at promotional events | 1,3 | |
| | Proficient in IT packages within an office environment including Microsoft Office (Word, Excel and Outlook) | 1,2,3 | |
| | Motivational skills – be able to promote a positive team environment and be a strong team player | 1,3 | |
| | Ability to cope with some high-pressure periods whilst maintaining reasonable tact and diplomacy | 1,3 | |
| | Excellent organisational and time management skills, including the ability to prioritise and plan workload | 1,3 | |
| | Ability to learn, and try out new ways of working | 1,3 | |
| | Training | Willingness to undertake training as and when required | 1,3 |
| | | Willingness to adopt new procedures as and when required | 1,3 |
| Qualifications | A Level standard or equivalent including GCSE in Maths and English | 1 | |
| Other | | | |
| | Commitment to observing the University's equal opportunities policy | 1 | |
| | 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 | 3 | |

Desirable Criteria

| Area | Criteria | Stage |
|------------|---|-------|
| Experience | Experience of working in a housing environment, understanding of lettings procedures and relevant housing legislation | 1,3 |
| | Experience of working in a University or similar complex organisation | 1,3 |
| | Experience of the UCAS Application cycle | 1,3 |
| | Experience of conducting inspections or recording inventories | 1,3 |
| | Sales experience | 1,3 |

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| | Knowledge of Campus/University IT systems | 1,3 |
| | Experience in dealing with emergency situations and or evacuation procedures | 1,3 |
| Skills and abilities | 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 | Good honours degree or significant experience | 1,3 |
| | A relevant qualification or Membership of a Regulatory body (e.g. NRLA or DASH) | 1 |

Conditions of Service

The position is offered on a permanent, part-time basis. Salary will be on Administrative Services Grade 4, at a starting salary to be confirmed on offer of appointment.

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, where operational needs allow, 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/>