

Student Accommodation Advisor

School/Department summary:

The Estates and Facilities Management team at Loughborough University is central to creating the world-class campus experience for which the University is known. We are a large and diverse team made up of Catering, Residential, Domestic, Projects, Operations, Maintenance, Engineering, Sustainability and Space teams. Together, we manage and develop one of the UK's largest single-site campuses, ensuring that its buildings, grounds, infrastructure and support services are sustainable, stylish and set up for success. We work collaboratively to support our students, colleagues and partners, helping to shape the exceptional campus environment we are consistently recognised and awarded for. Above all, we take pride in creating a welcoming, vibrant and authentic workplace where everyone can thrive and we welcome likeminded individuals to join us and be part of our future.

Job Description

This role will form part of the Accommodation Advice Centre, set up to operate during the period from A Level results up to and including Fresher's arrival week. The Advice Centre takes first-line responsibility for dealing with the increased number of enquiries by telephone and email during this period. This role is part of a small office-based team located within the Student Accommodation Centre and focuses on providing administrative support both in person and online.

Job Family and Grade

Administrative Services Grade 3 (appointed to base of grade)

Job Purpose

To represent the Student Accommodation Centre administration and reception duties, including answering telephone calls and emails from students, parents and visitors and supporting our Campus Open Days. The role will deliver training on how to give advice and provide information regarding the accommodation options at Loughborough University and to help outline the application process.

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 7th August 2026 for a comprehensive training programme.

The Advice Centre will be open to take calls from Wednesday 12th August through to Friday 25th September 2026.

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.

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 outlined in the document.

Organisational Responsibility

Reports to the: Accommodation Business Administrator Stephen Bailey, Student Accommodation Centre.

Direct Reports: N/A

Budget Responsibilities: N/A

Structure Chart: N/A

Person Specification

Your application will be assessed based on the essential and desirable criteria listed below.

Applicants are strongly encouraged to explicitly demonstrate how they meet each essential (and desirable) criteria at the application stage. The criteria that you need to demonstrate in your application will be listed as Stage 1 in the table below.

Stages of assessment are as follows:

- 1 – Criteria measured within the Application
- 2 – Criteria measured at Test/Assessment Centre/Presentation
- 3 - Criteria measured at 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	Uphold and actively contribute to the University's commitment to Equity, Diversity and Inclusion.	1,3
	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 appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Support and contribute to the University's commitment to principles of equity, diversity and inclusion (EDI) while carrying out all duties, behaving in a manner that treats others with dignity and respect and upholds every persons right to lawful freedom of expression, freedom of speech and academic freedom. Further information about EDI at Loughborough and our strategic aims is available on our website.

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous, Collaborative, Creative, Authentic** and **Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our [vision and values](#).

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.

Our Accreditations



We strive to create a culture that supports equity 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 career.



We are proud to be a [Race Equality Charter Member](#). The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared a disability, provided that the essential criteria for the role are met. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.



We are proud supporters of the [City of Sanctuary movement](#) and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.

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.