

## **BISHOP GROSSETESTE UNIVERSITY LINCOLN**

### **JOB DESCRIPTION**

Title of post	Accommodation Officer
Grade:	Grade 4
Responsible to:	Campus Operations & Accommodation Manager

### **JOB SUMMARY**

Provide advice and guidance to prospective and existing students covering a variety of accommodation issues including allocations, accommodation options, rent arrears and contractual issues, making referrals where appropriate. To liaise with internal and institutional partners to produce and deliver an excellent and pro-active accommodation service.

### **SPECIFIC DUTIES AND RESPONSIBILITIES**

Under the direction of the Campus Operations & Accommodation Manager and within parameters set by the Director of Estates & Facilities:

1. To undertake the day-to-day running of Accommodation Services, undertaking general office duties and providing administrative support.
2. Deal with a range of queries from a diverse student population, parents, University staff, private sector landlords and the general public, in person, by telephone and email; finding solutions to the varied problems enquires may bring.
3. Under the direction of the Campus Operations & Accommodation Manager allocate places to University owned, managed or approved residences to students in accordance with the University Allocation Policy, sending offers out by email and deal with related correspondence. Set response deadlines and monitor student responses.
4. Assist in maintaining full occupancy levels in University owned, managed or approved accommodation throughout the year, including maintaining a waiting list, log arrivals and departures and set contract lengths for Erasmus students.
5. To be fully conversant with Room Service Allocation System and other office systems. Be able to compile regular reports on voids and bed management.
6. Under the direction of the Campus Operations & Accommodation Manager participate in the first stage investigation of incidents relating to students and their behaviour within University owned, managed and approved accommodation. Aiding the prompt resolution of issues.

7. With other staff, provide a reception and enquiry service to students and commercial clients regarding residences and the university estate.
8. Ensure that Studentpad and our in-house website is up-to-date and accurate and that advertised properties are compliant with Housing Law. Deal with enquiries from landlords and other providers of accommodation.
9. Organise an annual House Hunting Fair for students looking for private sector accommodation.
10. Work with Estate & Facility staff providing a repairs and maintenance service to residents.
11. To assist with routine inspections and end of year room checks, and the administration of deposit returns.
12. Carry out the administration of summer residential groups and assist with the co-ordination of vacation cleaning between bookings and the new academic year.
13. Arrange viewing of accommodation by prospective students and clients throughout the year and participate in other promotional and training initiatives arranged by services including Open Days, Welcome Events, Student Safety Briefings and others events as required. Working outside of normal hours will be required to support such events and functions.
14. To provide assistance in the preparation and professional management of a wide variety of documents (electronic and paper), in accordance with relevant Codes of Practice.
15. Provide support and signposting for students with welfare considerations and problems within their accommodation, making representations on their behalf to other services and liaising the Student Advice. Keeping accurate and contemporaneous notes of meetings.
16. To execute any duties that are consistent with the grade of the post at the request of the Campus Operations & Accommodation Manager or Director of Estates & Facilities, including cover for other areas when required.
17. To participate in an on call rota to provide on call support to on campus residents outside of office hours (term time only). Approximately 1 night in 12 but this may vary due to operational requirements.

#### **PERFORMANCE MONITORING AND REVIEW**

17. To attend appropriate training and staff development sessions and participate in the staff appraisal process.
18. To provide written reports on activity as requested.

## **HEALTH AND SAFETY**

19. To discharge all relevant health and safety responsibilities.

## **GENERAL**

20. To maintain professional standards in relationships, including non-discriminatory practices.
21. To adopt a client-centred approach and to deal promptly and considerately with members of the public, staff and students.
22. To undertake any other duties as may reasonably be required.
23. Comply with the Data Protection Act 2018 and GDPR requirements in all working practices. Maintaining confidentiality, integrity, availability, accuracy, currency and security of information as appropriate. Take responsibility for all personal data within own working environment.

## **LIMITS OF AUTHORITY**

The post-holder must operate within the University's guidelines, procedures and regulations.

The post-holder must operate within the University's Financial Regulations, Diversity and Equality Policy, and other relevant University policies.

## PERSON SPECIFICATION

### Accommodation Officer

	<b>Core</b>	<b>Supplementary</b>
<b>Education/ Qualifications and Special Training</b>	Educated to A level or NVQ 3 or suitable equivalent experience.	Housing Management Qualification
<b>Experience / Knowledge</b>	<p>Significant experience working in a general administrative role in a busy working environment.</p> <p>Experience of providing effective advice and signposting within a complex organisation.</p> <p>Experience of monitoring and prioritising workloads within the service area and co-ordinating tasks in a fast changing and pressurised environment.</p> <p>Working knowledge of Microsoft Office (particularly Outlook, Word and Excel)</p>	<p>Experience of working within higher or further education.</p> <p>Experience of working with accommodation provision and knowledge of housing issues.</p> <p>Experience of providing advice to young adults.</p>
<b>Personal Attributes/Skills</b>	<p>Conscientious, enthusiastic and self-motivated</p> <p>Methodical with an eye for detail</p> <p>Client-centered; willing to offer help and support, approachable</p> <p>Excellent interpersonal and written communication skills.</p> <p>Flexibility in approach to working hours (including weekends) and willing to undertake further training as required.</p>	<p>Experience of delivering presentations.</p> <p>Creative thinking to resolve problems.</p>