

## JOB DESCRIPTION

<b>Job Title:</b>	Head of Accommodation services	<b>Grade:</b>	SG9
<b>Department:</b>	Student and Academic Services	<b>Date of Job Evaluation:</b>	January 2021
<b>Role reports to:</b>	Assistant Director Student & Academic services (Student Services)		
<b>Direct Reports</b>	Assistant Head of Accommodation services, Accommodation Services Managers		
<b>Indirect Reports:</b>	Accommodation Officers Resident Assistants Temporary student staff at all campuses		
<b>Other Key contacts:</b>	SAS management and teams, academic departments, Students' Union, other Directorates and Departments of the University, including, Estates and Facilities, Recruitment and Communications, Health and Safety and Information and Library Services. External professional bodies relevant to role.		
This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.			

**PURPOSE OF ROLE:** As a member of the Senior Management Group of Student & Academic Services the Head of Accommodation services will:

- Provide leadership, expertise and management for the Accommodation Services Team to support students to settle, stay and achieve their potential throughout their time at the university
- Take a lead role in developing and advising on policy and the implementation of effective procedures and processes within the appropriate legal framework and statutory compliance requirements on all aspects of Accommodation Services including external developments within the student housing sector
- Develop, innovate and deliver, on behalf of the team, the highest standards in service delivery to students with an emphasis on pastoral care and support, seeking regular feedback from students and other internal stakeholders using a partnership approach, that is in line with external good practice in the sector and as measured by agreed external quality assessments
- Be responsible for ensuring that there are effective and robust systems in place for the effective management of records, debt, statistical data, management reporting, student wellbeing and conduct

**KEY ACCOUNTABILITIES:****Team Specific:**

- To provide leadership and line management for the Student Accommodation Service, taking responsibility for the effective recruitment, management, training, appraisal and performance review of staff including Residents Assistants and for the development and monitoring of customer focused and led service activities within the section
- To take the lead role in operational management: ensuring the efficient co-ordination of service delivery across the university as required; that appropriate systems and processes are in place for all core activities and advice is provided to senior colleagues on operational and strategic issues relating to the management of the Accommodation Service and residences including: fee collection and debt management; statistics and analyses; preparation of annual budgets; estimates of likely future demand for student accommodation and that effective feedback mechanisms are in place including an annual resident's satisfaction survey
- To lead on drafting the University's Accommodation delivery plan using a co-creation approach with students and other stakeholders and aligning this with University strategy and policies that provides for appropriate standards of service in accordance with the provisions of the Accreditation Network UK (ANUK) Code of Standards
- Ensure the health and safety of student residences and staff by means of suitable induction procedures, risk assessments, liaison with university Health & Safety staff and partner providers, publication of up-to-date safety regulations and guidelines and provision of suitable training
- Development and overall management of policy, initiatives and actions that support student wellbeing, resident's life and the effective management of student conduct in halls of residence
- Liaise with internal stakeholders to optimise the usage of residential accommodation including Estates and Facilities and conferencing; provide advice and recommendations on planned maintenance and refurbishment priorities and help facilitate their implementation; liaise with and monitor the effective performance of external management agencies and providers of accommodation; take an active role in pursuing negotiations with external providers, ensuring that value for money is achieved
- Be responsible for ensuring the University's accommodation and its management comply with the requirements of the Equality Act and advise on any reasonable adjustments that may be desirable or necessary
- Ensure the effective and accurate promotion of Accommodation Services via various channels including Open Days; the enhancement of web-based information and the development and monitoring of electronic systems for students and operational tools for staff
- Identify an appropriate level of guidance that the university should provide for students about alternative private sector accommodation and ensure delivery of that guidance
- To represent the service at internal and external committees, events and functions, as appropriate and as required

**Generic:**

- To promote a culture of continuous quality improvement and appropriate standards of service delivery based on effective impact assessment, statistical recording and analysis including annual reporting, stake-holder feedback and representation in all aspects of service development
- As a senior staff member within SAS, the post-holder will contribute to the development of student services across the Directorate in particular working with other key stakeholders to ensure that services to students are aligned as necessary to enhance the student experience
- The post-holder will be required to take an active role in SAS Staff Development activities and help raise the profile of SAS as a professional, innovative and efficient service
- Maintain a business-like approach to managing the student residences to optimise income streams and control costs and to manage overall service budgets and resources

**Managing Self:**

- The role holder will be self-motivated, with the ability to work on their own initiative and manage their own workload. They will also need to ensure that there are arrangements in place for effective service delivery to students across their service delivery area and that are in line with the requirements of the university's calendar and regulatory compliance. They will also have considerable scope for decision-making in their area of specialism
- The role holder will need to develop innovative operational strategies to: ensure a quality service to resident students of the University; the effective management of housing stock; and maximise limited physical and staffing resources that are cost effective and demonstrate value for money
- Understand the importance of the student voice and how they can work in partnership with students and other stakeholders to develop and deliver services
- The role holder will be expected to engage the service in forward-planning and the generation of creative solutions to the problems encountered in a residential environment
- To work accurately under pressure and to tight deadlines
- Be flexible and adaptable in their working practices to ensure the efficient management of the Accommodation Service
- To have a willingness to develop professionally, maintaining knowledge of the Higher Education student housing sector practices and developments

**Core Requirements:**

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security;
- Ensure compliance with Health & Safety and Data Protection Legislation;
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible

**Additional Requirements:**

Undertake any other duties as requested by the [e.g. PVC, FOO etc.] or their line manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that the Student & Academic Services delivers the required level of service.

- To represent the service, Directorate and University at: internal and external meetings and conferences including accommodation facilities managers and providers and professional bodies and on occasion deputise for the Assistant Director of Student and Academic Services (Student Services) when appropriate
- Be on call outside of 'office hours' to respond to emergencies that might occur in University residential accommodation
- Attendance at open days
- Any other duties as appropriate to the post and grade
- A willingness to travel to or work from any of the university's sites as necessary

**KEY PERFORMANCE INDICATORS:**

- Maximum hall occupancy levels maintained including the retention of students returning to live in halls for subsequent sessions
- High levels of rent collection
- To ensure high levels of student satisfaction with Accommodation Service and the residences, benchmarked within the sector
- To ensure legal compliance with relevant legislation and compliance with standards set by the Accreditation Network UK (ANUK) of which the University is a signatory, audited at regular intervals
- Satisfactory quality audit reports for all aspects of the service
- Contribution to the University's student retention and student satisfaction strategies

**KEY RELATIONSHIPS (Internal & External):**

- University students and prospective students
- University staff including Facilities Management, Marketing and Communications, Conference and Catering
- Faculties
- Directorates
- Students Union
- Providers of accommodation and Facilities Managers
- Colleagues across the sector in related fields
- Service providers

- Parents
- Landlords
- Neighbours
- Local Authority Offices and Councillors
- University of Kent and other HEIs and colleges
- Professional bodies including ASRA (Association for Student Residential Accommodation)
- ANUK (Accreditation Network UK)
- CUBO (College and University Business Officers)
- ACUHO-I (The Association of College and University Housing Officers – International)
- Internal and External Auditors

### PERSON SPECIFICATION

<b>Essential</b>	<b>Desirable</b>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Significant leadership and management experience in customer-facing residential operations with responsibilities for staff and physical resources, safety, security, pastoral and customer care.</li> <li>• Demonstrable experience of budget management and financial planning in a residential setting</li> <li>• Considerable experience of managing and prioritising the day-to-day workload of a team, frequently under pressure and to tight deadlines where customer care is a guiding principle.</li> <li>• Experience and understanding of working in an environment where service user voice is central to service development.</li> <li>• Report and policy writing that meets the needs of a diverse service area</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of managing and delivering student residential services across multiple sites.</li> <li>• Demonstrable experience of innovative service delivery</li> </ul>

and complies with regulatory and other compliance standards.

**Skills**

- Excellent verbal, written and presentational skills
- High standard of numeracy
- Good IT literacy
- Ability to manage staff in a student focused environment
- Strong and innovative problem-solving ability
- Excellent interpersonal skills with an outcomes-focused approach to service development
- Ability to deliver value for money services consistently making best use of limited resources.
- Skilled at writing concise, analytical reports
- Able at strategic planning and development
- Ability to prioritise, organise and manage a varied and changing workload
- Professional, tactful and effective communication and networking skills
- Considerable knowledge of health and safety at work legislation
- Business acumen skills

**Qualifications**

- Educated to Degree level or substantial equivalent experience in a related field

**Skills**

- IT literacy

**Qualifications**

- Membership of a relevant professional body
- Management qualification
- Professional Housing Qualification

**Personal attributes**

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity

**Personal attributes**

- N/A