

### JOB DESCRIPTION

<b>Job Title:</b>	<b>Accommodation Officers</b>	<b>Grade:</b>	<b>SG6</b>
<b>Department:</b>	<b>Directorate of Student and Academic Services (SAS)</b>	<b>Date of Job Evaluation:</b>	<b>June 2022</b>
<b>Role reports to:</b>	<b>Accommodation Services Manager</b>		
<b>Direct Reports</b>			
<b>Indirect Reports</b>	<p><b>Provide functional direction to temporary and casual staff, Resident Assistants (RAs) Head of Accommodation Services, Assistant Head of Accommodation Services, Accommodation Services Managers and Officers at all Campuses, SAS Directorate colleagues, Estates and Facilities staff, colleagues in other Directorates as required, Hall managers onsite and cross site network, Partner institution staff, private sector accommodation providers, Students Union staff and officers, outside agencies including Fire Brigade and Police,</b></p> <p><b>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.</b></p>		

#### **PURPOSE OF ROLE:**

- Support the Accommodation Services Management team in the delivery of a quality frontline accommodation service appropriate to the needs of students.
- Provide advice and guidance to prospective and existing students covering a variety of accommodation issues including allocations, hall fee arrears and contractual issues, making referrals where appropriate.
- Take responsibility under the direction of their manager for ensuring that discipline, welfare and pastoral care issues within the residences are addressed in order to establish and promote a residential environment conducive to study.
- Work collaboratively as a team member and take an active role in the planning, development, delivery, and evaluation of the service.
- Provide functional direction to Resident Assistants on matters relating to welfare, discipline, and administrative duties and to temporary/casual staff

with regard to administrative and reception tasks.

- Liaise with private sector accommodation providers as well as internal and external bodies to produce and deliver an excellent and pro-active Accommodation Service.
- Submit reports and data on office activities to the Accommodation Management team and other relevant staff as required.
- Take an active role in organising and promoting Residence Life and other events to encourage student engagement, wellbeing, and good community within the halls of residence.

Use excellent organisational and diplomatic skills and being committed to the best practice regarding customer care. The post holder will engage in problem solving, the establishment of good communities and the resolution of conflict and dispute.

#### **KEY ACCOUNTABILITIES:**

##### **Team Specific:**

- Provide reception duties and ensure that the general administrative tasks within the Accommodation Office are undertaken. Provide written, telephone and face to face support to students, staff, private sector accommodation providers and others in matters relating to student accommodation.
- Become a team champion and internal expert in specific fields that will strategically benefit the service as a whole
- Process student applications for student accommodation and assist with the allocation process. Assist with the preparation for the arrival and departure of students.
- Ensure that maintenance requests from residents are correctly processed and managed.
- Receipt and bank payments, assist with fee collection.
- Maintain accurate and current records on university accommodation, student occupancy, hall fees and related finance, repairs and maintenance, health and safety and all local management and supervision of Accommodation Services issues.
- Provide functional direction to Resident Assistants, temporary and casual staff working within the Accommodation Service.

- Actively work to resolve routine resident issues involving pastoral care and disciplinary issues, referring to the relevant codes of behaviour and other documents governing student resident behaviour.
- Organise and promote Residence Life and other events.
- Participate in the first stage investigation of incidents relating to serious student misbehaviour or welfare concerns within halls of residence, taking an active role in assisting the Accommodation Managers in their resolution and prepare reports for the Accommodation Managers regarding cases that require referral.
- Provide signposting and support for students with welfare concerns and problems within their accommodation, liaising with necessary support agencies both internal and external where it is appropriate to do so.
- Maintain an awareness of the standards set by the Accreditation Network UK (ANUK) of which the University is a signatory and report any apparent breaches by internal or external providers of accommodation at the Accommodation Services Manager.
- Liaise with internal and external providers of halls of residence and other interdepartmental offices as required regarding issues with the facilities, cleanliness, maintenance, etc.
- Provide information and advice to private sector accommodation providers who are offering accommodation to students of the university.
- Maintain the list of local private rented housing available to students utilising available IT resources including an on-line database (currently Student pad) and provide advice to students seeking private sector accommodation.

**Generic:**

- To promote a culture of continuous quality improvement and appropriate standards in all aspects of service delivery to ensure high levels of student satisfaction which will include advising on and promoting regular opportunities for service user feedback.
- The post-holder will contribute to the development of services and work 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.

**Managing Self:**

- Be self-motivated with the ability to work on own initiative as necessary.
- Be flexible and adaptable in all working practices to ensure the efficient undertaking of core Accommodation Service activities.
- Be able to work under pressure and prioritise tasks.
- Work cooperatively within a team environment.
- Manage workload in accordance with departmental needs, requirements of the university's calendar.
- Stay abreast of developments in the Higher Education student housing sector.
- Seek and take advantage of professional development opportunities and attend meetings and conferences where it is considered beneficial to the role.

**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
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

**Additional Requirements:**

- Assist at University of Greenwich Open Days (including some weekend work), Arrival and Departure weekends (normally mid-September and late June) and induction sessions.
- May be required to be on call outside of 'office hours' to respond to emergencies that might occur in university residential accommodation.
- A willingness to travel to or from any of the university's sites to work as necessary.
- Represent the University as required at meetings and conferences of external bodies including the Association for Student Residential Accommodation (ASRA), etc.
- Undertake any other duties as requested by the line manager or appropriate senior 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 Student and Academic Services Directorates delivers the required level of service.

**KEY PERFORMANCE INDICATORS:**

- High levels of student satisfaction with the Accommodation Service and the residences, benchmarked within the sector.
- High levels of hall fee collection.
- Maximum hall occupancy levels maintained including the retention of students returning to live in halls for subsequent sessions.
- Compliance with standards set by the Accreditation Network UK (ANUK) of which the University is a signatory, audited at regular intervals
- Legal compliance with relevant legislation e.g. Data Protection, Freedom of Information, etc.
- 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
- Directorate of Estates & Facilities staff
- Faculties staff
- Conference and Catering Office staff
- University Transport and Green Travel staff
- Sustainability staff
- Student Wellbeing staff and Chaplaincy
- ILS staff
- International Office staff
- Health & Safety staff
- Students Union
- External Accommodation Managers
- Service providers including CableCom (internet service provider for halls), RMS (Residential Management System) and Studentpad (private sector online service provider)
- Staff from partner colleges
- Parents
- Private sector accommodation providers
- Neighbours
- ASRA (Association for Student Residential Accommodation)
- ANUK (Accreditation Network UK)

- Fire Brigade
- Police

**PERSON SPECIFICATION**

<b>Essential</b>	<b>Desirable</b>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of working in a role relating to the provision of a student residential service or in a similar customer services environment.</li> <li>• Good standard of numeracy</li> <li>• IT literate including experience of working with databases.</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Professional, tactful and effective verbal and written skills.</li> <li>• Excellent customer service and interpersonal skills.</li> <li>• An understanding of issues relating to housing, tenancy-related matters and hall fee collection.</li> <li>• Ability to prioritise, organise and carry out a varied and changing workload</li> <li>• Good record-keeping skills.</li> <li>• Ability to deal with problems in a constructive manner.</li> <li>• Strong self-management skills</li> <li>• Excellent organisational and time management skills</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Degree equivalent experience</li> </ul> <p><b>Personal attributes</b></p> <ul style="list-style-type: none"> <li>• We are looking for people who can help us deliver the <a href="#">values</a> of the University of Greenwich: Inclusive, Collaborative and Impactful</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• A willingness to represent the department as a Green/Sustainability Champion.</li> <li>• A willingness to undertake a health &amp; safety role.</li> <li>• Experience of putting on student events.</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Membership of a relevant professional body</li> </ul> <p><b>Personal attributes</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul>

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