



Staffordshire University Services Ltd

Job Description

Job title	Accommodation Officer - Allocations & Systems
School/Service	Library & Student Services
Normal Workbase	Stoke Campus
Tenure	Permanent
Grade/Salary	Grade 6
FTE	Full Time, Working 37 Hours Per Week
Date prepared	August 2021

Job Purpose

Located within the Residential Services department of the University the post holder will be responsible for the delivery of the student residential applications plan, systems, processes, and policies for the University Accommodation Offer. The post holder will ensure that all communications to residents and social media posts are engaging and planned throughout the academic year to ensure residents are receiving a top class customer service experience.

There will be a requirement to drive to the other accommodation sites that Staffs University manage to ensure consistency of delivery of the accommodation offer.

Relationships

Reporting to:	Head of Residential Services
Responsible for:	Accommodation Assistant and Accommodation Support Assistant (Stafford Court)

Main Activities

To manage the student accommodation journey from application, rent payments, through to offer, living-in and on-going customer enquiries

Carry out all system administration for the accommodation system (Room service), including regular maintenance and review of upgrade requirements. Train members of the team to ensure business resilience

Working alongside the Residential Services Coordinator ensure that all day to day operations are consistently running within the department and that other teams and key stakeholders are aware of day to day activities

Maintain all operations interfaces with the Oracle finance system and the website, liaising with Digital Services, Finance and Marketing as required

Manage all social media channels and communications with students to ensure that the information is up to date and engaging and to provide an exceptional customer service experience

Provide management insight reports to inform the annual allocation strategy, pricing, performance of application conversions and voids

Develop short-stay accommodation offers including pricing, booking system and service

Undertake benchmarking research on prices, competitor offers and best practise in student accommodation management systems, processes and policies.

Manage, in conjunction with Marketing the marketing and web content for the accommodation offer

Design, develop and deliver process improvements in the operations area, assisting the Head of Residential Services

Develop accommodation policies and processes to support an exceptional student experience

Develop and handle the student complaints process

Void management: reporting, monitoring and mitigating against any accommodation voids and increasing revenue from facilitation of summer occupancy

Process the compliance documentation for the UUK Code and monitor delivery of the action plan

Be an innovative explorer of new technologies and software products to improve the efficiency and effectiveness of the operations function and subsequently the student experience

Participate in the University's appraisal process and take responsibility for identifying your own professional and career development needs

Undertake any other duties as may reasonably be required by the Head of Residential Services.

Special Conditions

To be committed to working with the University to further improve the carbon footprint/environmental issues, University Equality & Diversity, and student wellbeing agendas.

Professional Development

The organisation is keen to support staff in achieving high standards and will expect continuous professional development to ensure up to date knowledge and technical skills in related areas.

Variation to Job Description

The employer reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus, it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

Conditions of Service

If you are successful in being appointed to a professional support role at Grades 1-6, you will be employed by Staffordshire University Services Limited (SUS Ltd).

Staffordshire University Services Limited is a wholly owned subsidiary company of Staffordshire University which provides professional support staff to undertake various roles and responsibilities associated with grades 1 to 6 on the Staffordshire University pay scale. You'll work alongside, and under the direction of colleagues, within the University's Schools and Services in the delivery of our University Plan and supporting KPIs. You will be subject to Staffordshire University's policies and procedures and will be eligible to participate in the Staffordshire University Pension Scheme.

Informal Discussion

Should you wish to discuss this vacancy informally before making an application please contact:

Deb Healy; Director of Library and Student Services. (Email) deborahhealy@staffs.ac.uk

Application Procedure

We encourage you to apply on-line at our website <http://jobs.staffs.ac.uk> as the system is user friendly and simple to complete.

We would ask all applicants to ensure that they have provided comprehensive information under each criteria in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section.