

Job Description

Job title	Accommodation Assistant
School/Service	Student and Academic Services (Residential Services)
Normal Workbase	Stoke Campus
Tenure	Permanent
Grade/Salary	Full time, working 37 hours per week
FTE	Grade 3
Date prepared	September 2021

Job Purpose

- To be responsible for providing a professional support service to the Residence Life Office by effectively acting as the first contact point for the Residence Life Team
- To be responsible for the day to day administrative duties of the Residence Life facilities, ensuring quality services are delivered in compliance with legislative requirements, relevant service specifications and key performance indicators
- Uphold the University values of being **“Brilliant and Friendly”** always, and act as a role model to others
- To provide an excellent level of customer service to residents, students, staff, parents, and other external customers/stakeholders

Relationships

Reporting to: Accommodation Officer (Systems and Allocations)

Responsible for: N/A

Main Activities

- To be responsible for the provision of a warm, welcoming, professional support service to the Residence Life Office by effectively acting as the first contact point for the Residence Life Team, proactively responding directly to enquiries and managing all correspondence, including mail, electronic communications and telephone enquiries on behalf of the Residence Life Office
- Responsible for the day to day administrative duties of the Residence Life facilities, ensuring quality services are delivered in compliance with legislative requirements, relevant service specifications and key performance indicators
- Provide exemplary support and customer service assistance to a diverse range of customers colleagues and visitors in residential accommodation on and off campus

- To check on a daily basis the online and digital presence of Twitter, Facebook and content ensuring that it is vibrant, up to date and reflective of all activities and events undertaken as part of the Residence Life programme, recognising that it is a marketing tool for all prospective students and answering any questions or queries.
- Assist in the planning and organising the intake weekend and activities associated with welcome week for new and returning students. Ensure that robust plans and communications are in place that deliver a positive, welcoming, and exciting experience to Students as they arrive and settle into to the University Managed accommodation.
- Support effective partnership working with internal and external departments and agencies such as the Students Union, Police liaison officers, on campus GP and Surgery, Local Community NHS practitioners, Drugs Dogs teams, Student Guidance officers and Student Office. Ensuring effective communication and signposting which enhances the delivering of a range of services and access to wider networks to all Residential students in university managed accommodation
- Support the wider team in providing exemplary levels of facilitating students to the relevant support services.
- Manage the Residence Life reception areas so that they are clean, tidy and welcoming at all times. Ensure that residents and students who use the reception area behave in an appropriate manner.
- Manage the online accommodation system ensuring that it is updated and accurate.
- Record and log incidents and issues raised ensuring effective communications takes place between the wider Residence Life team and incidents are escalated to the appropriate level
- Creating a positive, productive working environment, ensuring that the Residence Life Office is well maintained, equipment is properly set up, all software is up-to-date
- Be able to work to a high standard of accuracy to manage the allocations of rooms on the online room bookings system
- Maintain and manage the virtual groups of all new students by Halls to facilitate communication with all students in residential accommodation
- Facilitate weekly kitchen and termly room checks, working alongside the Residential Services Coordinator and issuing of positive feedback and improvement notices where applicable.
- Manage the show flats and show accommodation that is used on tours with prospective students – ensuring that it is clean and tidy
- To be the aware of and ensure compliance with appropriate University policies including data protection, confidentiality, freedom of information and Security
- To ensure adequate communications networks are in place with our customers that are effective in providing a point of contact for the delivery of Residence Life on a 24 hour/ 365 basis.
- To undertake any other duties as may reasonably be required by the Head of Residential Services.

Special Conditions

Every member of our team makes a difference to our customer's experience. You will come across customers as you walk around our Estate and in every interaction you have throughout the working day; we rely on all of our staff to be diligent, helpful, kind and courteous to all our customers, colleagues and each other.

Please read this job description thoroughly before submitting your application. As well as meeting the essential requirements of the person specification, be sure that you can demonstrate commitment to our values, teamwork,

reliable attendance, dedication and the ability to show diligence, care and respect to our customers, visitors and colleagues.

This is a permanent full-time post working 37 hours over a 5 day week, although consideration will be given to requests for part-time hours. There is a requirement to work within the contract outside of these hours to assist in the effective delivery of the service. This includes, move in days, open days and welcome events.

There will be a requirement to travel between University sites as the service demands, in a cost-effective manner.

Posts within Student and Academic Services Services operate under a Competency Framework. Please refer to the person specification for details of the key competencies which apply to this post.

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:

Head of Residential Services, Deborah Healy on deborah.healy@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.

Please note that the University will not consider a Curriculum Vitae attached in support of your application and will not use this document in the shortlisting process. Consequently, 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.

