

## UNIVERSITY OF LINCOLN JOB DESCRIPTION

<b>JOB TITLE</b>	Accommodation Team Leader				
<b>DEPARTMENT</b>	Accommodation Service				
<b>LOCATION</b>	Lincoln, Brayford Campus				
<b>JOB NUMBER</b>	SAS029	<b>GRADE</b>	5	<b>DATE</b>	July 2020
<b>REPORTS TO</b>	Accommodation Manager				

### CONTEXT

The residential experience was recognised in 2011 as a critical element of student life at the University of Lincoln; accordingly, the University embarked on a transformational change programme, moving from no directly controlled Purpose Built Student Accommodation (PBSA) bed spaces to circa 2100 currently, with plans in place to increase to 4400+ (all either on, or very close to, campus) by September 2021. In addition to direct operation, the University continues to work with private provider partners in the provision of 3500+ additional PBSA bed spaces, the vast majority of which are also proximate to the Brayford campus.

The Student Accommodation Service (SAS) is a key asset to the University, supporting recruitment, adding to the student experience and generating revenue and surplus.

Student satisfaction surveys consistently show that the quality of the residential experience is a high priority for students. A positive experience is reflected in league tables.

### JOB PURPOSE

Reporting to the Accommodation Manager, the post-holder will assist with the out of hours provision of fire watch, minor maintenance works: including general maintenance, decorating, compliance, grounds maintenance and similar. Additionally the role holder will assist the Accommodation Officer in preparing premises for occupation as required.

This post will require flexible hours to accommodate regular over-night and weekend working typically but not exclusively 5 from 7.

## KEY RESPONSIBILITIES

Fire Watch
<ul style="list-style-type: none"> <li>Ensure the full team (including post holder) are suitably located to be able to assess nearby fire alarms activations within the 15 minutes available to SAS to cancel a fire brigade response.</li> </ul>
Student Contact
<ul style="list-style-type: none"> <li>Handling telephone and app-based calls from students, student parents, business contacts of the residential Service and signposting appropriately when required ensuring the information is passed on in a timely and accurate manner.</li> <li>Contribute to the continuous development and improvement of service provision, including the development of office systems and services, ensuring the high quality of service provided is kept under constant review.</li> </ul>
General Duties
<ul style="list-style-type: none"> <li>Supervise a team of accommodation technicians – directing work to the team as required, including allocating appropriate resources and competent technicians, communication of works.</li> <li>Prepare risk assessments, obtain permits to work, prepare and maintain equipment inventories, arrange equipment inspection and testing, monitor health and safety, etc.</li> <li>Effective supervision and directive advice to SAS staff, to maintain records of timesheets, attendance records, etc. as required.</li> <li>Where appropriate, ensure induction for new staff is thorough and meets University expectations</li> <li>Ensure that the administrative responsibilities of the SAS are discharged in full. That a comprehensive suite of policies and procedures are maintained, and that matters of relevant compliance are comprehensively met.</li> <li>Support the review and implementation of policies and procedures including H&amp;S.</li> <li>To report any causes for concern relating to the welfare and safety of residents to the Student Welfare Service.</li> <li>Undertake regular inspections of buildings and plant, recording necessary repairs for escalation.</li> <li>Where necessary, assist with the repairs, maintenance and decorating of the accommodation.</li> </ul>

#### **Additional Duties**

- Assist technicians in their duties as required.
- In cases of emergency events managed by Estates and IMT (e.g. fire, floods, etc.) attend to provide such assistance as required.
- Any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post as defined.
- Vehicle driving.
- Ensure risk / COSHH assessments are in place and appropriate PPE is worn as appropriate by all.

#### **Databases**

- Ensure Planon is used correctly and in a timely manner.

#### **Assist with Events**

- Assist with open days, arrivals days and similar headline events, & attend as required.
- Assist with traffic management as required.
- Assist with conferencing operations as required.

**In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.**

#### **ADDITIONAL INFORMATION**

### Scope and dimensions of the role

Carry out a range of activities, following routines and procedures set by others, but with limited supervision. An experienced team member, the post-holder will be able to make independent decisions on day-to-day routine matters and use judgement and initiative to make choices between a range of established options.

This role will involve regular overnight and shift working to support an overnight and weekend reactive maintenance and fire watch service.

This role will involve driving, manual handling and working at heights.

### Key working relationships/networks

Internal	External
<ul style="list-style-type: none"> <li>• Line Manager</li> <li>• Accommodation technicians</li> <li>• Administrative staff within SAS and Student Administration</li> <li>• Administrators from other areas of the University</li> <li>• Student Support Centre</li> <li>• Students</li> <li>• Office of Quality and Standards</li> <li>• Estates Department</li> </ul>	<ul style="list-style-type: none"> <li>• Students</li> <li>• Suppliers of goods and services</li> </ul>

## UNIVERSITY OF LINCOLN PERSON SPECIFICATION

<b>JOB TITLE</b>	Accommodation Team Leader	<b>JOB NUMBER</b>	SAS029
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Selection Criteria	Essential (E) or Desirable (D)	Where Evidenced Application (A) Interview (I) Presentation (P) References (R)
<b>Qualifications:</b>		
Literacy and numeracy skills gained from general education or equivalent experience necessary to undertake the full range of maintenance duties.	E	A/I
Full Driving Licence	E	A/I
<b>Experience:</b>		
Comparative technical experience, such as property / facility maintenance	E	A/I
Experience of managing a team	E	A/I
<b>Skills and Knowledge:</b>		
Knowledge of a range of procedures for the maintenance and repair of premises and sites, heating, legionella, asbestos, health & safety, COSHH regulations	E	A/I/P/R (SKILLS TEST)
Effective administration skills, with ability to be able to follow procedures with minimal supervision	E	A/I
Effective communication skills, both oral and written	E	A/I
The ability to deal with straightforward or standard queries	E	A/I
Competent in a range of IT software, e.g. Microsoft Word, Excel and Outlook or equivalent	E	A/I
<b>Competencies and Personal Attributes:</b>		
Professional and diplomatic at all times	E	I/R
A flexible and effective team member	E	I/R
A demonstrable commitment to providing a customer-orientated service and enhancing the 'student experience'	E	I/R
Proactive and able to use initiative	E	I/R
Organised, flexible and efficient with a positive and proactive approach to work	E	I
Resilient, able to cope under pressure and in difficult situations	E	I
<b>Business Requirements:</b>		
Flexible hours to accommodate regular over-night and weekend working	E	A/I



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**Essential Requirements** are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

<b>Author</b>	JH	<b>HRBP</b>	SP
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