

UNIVERSITY OF LINCOLN JOB DESCRIPTION

JOB TITLE	Accommodation Officer				
DEPARTMENT	Accommodation Services				
LOCATION	Lincoln, Brayford Campus				
JOB NUMBER	SAS045	GRADE	4	DATE	July 2020
REPORTS TO	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, so this is a key appointment to deliver and implement and operationalise the strategic vision of SAS

JOB PURPOSE

Reporting to the Accommodation Manager the purpose of the role is to ensure that rooms are ready for allocation/occupancy and maintaining that rooms are being occupied in accordance with defined guidelines.

The post-holder will be responsible for the efficient running of an operations and technician team such that the needs of student residents, conference delegates and guests are fully met. This includes responsibilities for planning, compliance, maintenance, audit and safety operations; and being commercially accountable for budgeting and financial management for the business area.

Working closely with the Accommodation Manager to deliver the operational and strategic objectives of SAS and to ensure a professional and streamlined service to all stakeholders.

The role will also work closely with University's conference team, student wellbeing and professional/administrative departments.

KEY RESPONSIBILITIES

General Operations

- To liaise with the Accommodation Manager in respect of room allocations, transfers, withdrawals and voids.
- To ensure the residential environment meets student requirements and the expectations of SAS.
- Act as a link for all repair, maintenance and technical matters; maintaining records.
- Attending to minor breaches of the Licence Agreement and associated University Regulations, reporting other breaches to the Accommodation Manager, where appropriate.
- Organise and partake in regular inspection programs, taking appropriate action.
- Updating notice boards and relevant information to residents.
- Liaison in respect of cleaning, portering and security provision and traffic/cycle management.
- Co-ordinate and monitor the provision of household and domestic equipment provided to residents.
- Regularly conduct and monitor all communal areas, repairing where possible, or taking further action as appropriate.
- To maintain appropriate records as required. When unable to repair liaise with relevant companies and stakeholders to repair.
- Ensure safe working conditions/practices are maintained in accordance with legislative requirements.
- Participate in Fire drill / evacuation procedures.
- Ensure value for money is delivered at all times.
- Ensure purchasing is conducted in line with University Procedure.
- Production of guidance materials.
- Contribute to routine decision making involving operational procedures.
- Liaise to maintain relationships and contacts, building good relationships with all students, staff and external stakeholders.
- Carry out tasks requiring specific of physical or sensory techniques and skills.
- Understanding and technical competence of procedures, processes and specialised systems.
- Support colleagues and other team members with guidance and advice on standard procedures or processes.

Dealing with Complaints
<ul style="list-style-type: none"> • Act as a point of escalation for operations related complaints. • Clarify matters of a routine nature dealing with simple queries.
Liaison and Networking
<ul style="list-style-type: none"> • Maintain relationships with colleagues across the University and external parties, e.g. suppliers, contractors etc.
Stock Control and Ordering
<ul style="list-style-type: none"> • Source suppliers and new equipment as appropriate. Place orders when required within a set budget.
Other Duties
<ul style="list-style-type: none"> • Participate in University events/activities, including open days, arrivals days, student enrolment and award ceremonies, and similar as and when required. • Provide support for colleagues within SAS and be able to stand in for or cover for colleagues in similar roles where required. • This role will involve manual handling, working at heights, and driving of vehicles, including vans.

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, they 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.

The nature of the work of SAS may require some duties to be performed in the evenings and / or weekends.

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

Key working relationships/networks

Internal	External
<ul style="list-style-type: none">• SAS Administrative staff• Health & Safety• HR• ICT	<ul style="list-style-type: none">• Students• Prospective Students• Parents• Visitors to the University• Suppliers of goods and services

UNIVERSITY OF LINCOLN PERSON SPECIFICATION

JOB TITLE	Accommodation Officer	JOB NUMBER	SAS045
------------------	-----------------------	-------------------	--------

Selection Criteria	Essential (E) or Desirable (D)	Where Evidenced Application (A) Interview (I) Presentation (P) References (R)
Qualifications:		
Full Driving Licence	E	A/I
Facilities management or Administration qualification	D	A/I
Experience:		
Relevant experience in a similar role	D	A/I
Skills and Knowledge:		
High standard of written and oral communication skills	E	A/I
Highly computer literate, e.g. Microsoft Office or equivalent	E	I
Ability to organise self and others	E	A/I
Ability to develop effective working relationships & networks with a wide variety of internal/external partners	E	A, I
Effective problem solving skills	E	A/I
Ability to work under pressure to tight deadlines	E	A/I
Competencies and Personal Attributes:		
Enthusiastic and flexible approach to work	E	I
Effective team member	E	A/I
Able to work independently	E	A/I
Customer orientated approach to work	E	A/I
Professional courteous manner	E	I
Proactive and able to use initiative	E	A/I
Results driven and ability to work under pressure to tight deadlines	E	A, I
Projects a positive and professional image at all times	E	A, I, P
Business Requirements:		
Flexible hours to accommodate occasional evening and weekend work	E	A/I
Travel between sites and buildings as and when required	E	A/I

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.

Author	JH	HRBP	SP
---------------	----	-------------	----