



UNIVERSITY OF
LINCOLN

UNIVERSITY OF LINCOLN JOB DESCRIPTION

JOB TITLE	Accommodation Assistant				
DEPARTMENT	Accommodation Services				
LOCATION	Lincoln, Brayford Campus				
JOB NUMBER	SAS024	GRADE	3	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 help ensure that rooms are ready for allocation/occupancy and maintaining that rooms are being occupied in accordance with defined guidelines.

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

KEY RESPONSIBILITIES

General Operations

- Prepare accommodation rooms and public areas; tidying and cleaning as required.
- Assist in managing stock levels and distributing consumables.
- Updating notice boards and relevant information to residents.
- Partake in regular inspection programs.
- Maintain appropriate administration and records as required.
- Participate in Fire drill / evacuation procedures.
- Follow instructions to meet customer requirement determining the priority of tasks.
- Understanding and competence of SAS procedures, processes and specialised systems.
- Production of basic guidance material in partnership with senior colleagues.
- 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.
- Explain standard procedures or processes.
- Regularly conduct and monitor all communal areas, repairing where possible, or taking further action as appropriate.

Other Duties

- 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.

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 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 and working at heights.

Key working relationships/networks

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



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UNIVERSITY OF LINCOLN PERSON SPECIFICATION

JOB TITLE	Accommodation Assistant	JOB NUMBER	SAS024
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Selection Criteria	Essential (E) or Desirable (D)	Where Evidenced Application (A) Interview (I) Presentation (P) References (R)
Qualifications:		
Full Driving Licence	D	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
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
Customer orientated approach to work	E	A/I
Professional courteous manner	E	I
Proactive and able to use initiative	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
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