



Senior Vacation Lettings Assistant



ROLE DESCRIPTION

GRADE

Grade 2

LOCATION

Based at Orwell Terrace/Bainfield flat development. Live-in is essential

LINE MANAGER

Senior Accommodation Officer

ROLE SUMMARY

To facilitate the running of the commercial summer letting period within the student flats, including draw-down at the end of the student leases, set-up of the flats for the summer vacation letting business and preparation of flats for Sept 2023/4 student intake.

To ensure the VLA team provide excellent customer service to the groups and individuals using our facilities during the summer months.

To supervise and lead a team of Vacation Letting Assistants and ensure high standards are consistently met across the team.

LINE MANAGEMENT RESPONSIBILITY FOR:

This role has line management responsibilities for Vacation Lettings Assistants (x 11)

MAIN DUTIES AND RESPONSIBILITIES

The Senior Vacation Letting Assistant will possess strong leadership qualities and will be responsible for supervising the work of the Vacation Letting Assistant (VLA) team in the draw down of the student flats at the beginning of June, the set up and management of the flats for letting to vacation visitors during the summer period and the preparations for the new students arrival in late August 2023/4.

The post holder will ensure that high and consistent standards are maintained across the team. Previous experience in a supervisory/management role including receptionist duties is essential as is excellent customer care experience. Experience in the hotel and/ or tourism industry would be an advantage, as would knowledge of the Edinburgh Napier University flat developments. . The applicant should have well developed IT skills and the ability to speak more than one language would be advantageous.

- Play a lead role in the team's induction training in June 2024
- Assist the Conference Office with the induction of Summer Language School Centre Managers and remain a point of contact through the summer period.
- Apply the highest standards of leading a team in terms of professionalism, cleanliness, flat preparation and customer service through training, assessment, feedback and ongoing support
- To consistently ensure a customer focused approach and excellent service delivery to all guests
- Act as first point of contact for the VLA team for queries.
- Keep Senior Accommodation Officer informed on a daily basis of all operational matters.
- Responsible for workflow of the VLA team during evenings and weekends.
- Responsible for the proper reporting of repairs, cleans and linen changes
- To monitor the Summer Lettings Outlook inbox and respond to enquiries from Edinburgh Napier University staff and summer clients / guests
- Assist in creation of weekly rota for VLA team to be distributed to core Edinburgh Napier University staff
- To process dirty and clean linen that is stripped from beds by cleaning contractor and collected by linen laundering company.
- Attend daily meetings with Edinburgh Napier Staff, linen and cleaning contractors
- Demonstrate the University's values & behaviours and contribute actively to the development of an environment where colleagues feel proud, confident, challenged and supported; acting with respect and integrity at all times
- To participate in maintaining the security of all buildings used during the summer period i.e. to ensure all stair doors are fully functional and that guests are security conscious
- To ensure all guests comply with Health & Safety regulations e.g. the removal of flyers from stairwells

- To ensure all guests adhere to fire safety regulations e.g. ensuring no fire doors at the development are wedged open
- To assist with the weekly fire alarm tests at each of the accommodation developments are conducted & recorded
- To ensure the weekly running of water in all vacant rooms / flats to prevent the risk of legionella bacteria
- To ensure both developments are fully stocked with Summer consumables / stock and that the storage areas at both developments are organised and clean
- At the end of the summer, assist in reviewing all operational matters, including suggestions to improve procedures and performance, increase customer satisfaction and overall income
- Be responsible for ensuring that the information and records processed (received, created, used, stored, destroyed) on behalf of the University are managed in compliance with ALL applicable legislation, codes and policies e.g. Data Protection, Information Security and Records Management
- To assume any other duties and responsibilities as required by Accommodation staff.
- Role model the University's values & behaviours;
- Be responsible for ensuring that the information and records processed (received, created, used, stored, destroyed) on behalf of the University are managed in compliance with ALL applicable legislation, codes and policies e.g. [Data Protection](#), [Information Security](#) and [Records Management](#).



PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
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EDUCATION / QUALIFICATIONS

• Educated to Higher level or equivalent	✓	
• Previous relevant experience as detailed below.	✓	
• Hospitality / Tourism degree		✓

SKILLS / EXPERIENCE

• Experience of working in the Hospitality industry and/or another Customer Focused sector.	✓	
• Demonstrable experience of leading a team and supervising staff.	✓	
• Demonstrable experience of working in a customer facing role such as Reception duties.	✓	
• Live-in on site essential.	✓	
• Professional and customer focussed approach	✓	
• Ability to lead and supervise a successful team, to make decisions as circumstances require on own initiative.	✓	
• Ability and knowledge of working in a non-office based environment (lifting and moving items will be involved).	✓	
• Excellent communication, interpersonal, organisational and time management skills, especially when working to tight deadlines.	✓	
• Ability to organise the team's time and issue work routines on a daily basis, taking into account individual skills and experiences.	✓	
• Ability to apply across the team strict guidelines in terms of cleanliness, and presentation within the accommodation, with attention to detail of paramount importance.	✓	
• Accuracy and attention to detail	✓	
• Flexibility in working hours.	✓	
• Good IT skills including: Word, Excel, Outlook and the internet.	✓	



	ESSENTIAL	DESIRABLE
• Working in the Accommodation Sector		✓
• Previous work as a Vacation Letting Assistant.		✓
• Good knowledge of Edinburgh and its Tourist attractions.		✓
• Ability to project good image of the University.		✓
• Multilingual.		✓
• An appreciation and ability to carry out basic maintenance tasks.		✓