

Student Accommodation Assistant



ROLE DESCRIPTION

GRADE

Grade 3

LOCATION

The role will be based at Bainfield with travel through the Student Accommodation portfolio (Slateford Road and Orwell Terrace) and also occasional travel to the Campuses.

LINE MANAGER

Accommodation Officer

ROLE SUMMARY

To provide operational support within the accommodation team for the Management and control of University managed student flat developments within the city centre.

The role is within the Property and Facilities Department which is one of the largest professional services department within the University and is responsible for the management and development of the University Campuses, Ancillary Facilities, Student Accommodation, Conferencing and Events, Catering, Facilities Services, Print and Document Services, Logistics and ENGage gym.

LINE MANAGEMENT RESPONSIBILITY FOR:

This role does not have any line management responsibilities currently.

MAIN DUTIES AND RESPONSIBILITIES

- To provide front-line advice and assistance to new and existing student tenants on a wide range of issues relating to student accommodation, such as tenancy and repairs issues, rent and arrears information, allocation procedures, inter-flat issues, private sector advice.
- To provide excellent customer service by responding quickly and appropriately to all student and stakeholder enquiries face to face, by email or by phone.
- To provide assistance in maintaining and updating the Student Accommodation Housing Management System and associated software packages.
- To assist with the integration of student tenants into their new community and the promotion of Residence Life events.
- To assist the Accommodation Officer in the overall management, care, supervision, and cleanliness of the flats and deputise in their absence. To be fully aware of and document all issues within flats so that any enquiry can be dealt with or progressed quickly and efficiently including student conduct hearings, neighbourhood complaints, flat inspection administration, end of lease charges and maintenance checking.
- To assist the Accommodation Officer in the co-ordination of the Resident Assistant team including, recruitment, training, induction, supervision, development of and co-ordination of events for the student community.
- To organise and produce appropriate paperwork for all monthly and termly flat visits by the Accommodation Officer and to action any issues as required thereafter. To advise students of such visits as per the requirements of their tenancy agreements. To assist with these visits as required.
- To assist in the overall property management of the building including security systems,
- access door entry systems, CCTV to ensure the smooth running of the building.
- Responsibility for the management of the key fob system at each of the Residences.
- To assist with aspects of planning and scheduling of cyclical pre-planned maintenance and reactive maintenance required onsite.
- To assist with the fire management systems within the flat developments, including taking the lead in testing of the fire alarm systems, scheduling visits and recoding data.
- To act as main point of contact for student references for students moving into the private sector.
- Provide assistance to the Department Administrator & Allocations Officer during periods of peak activity such as processing of application forms and allocation of accommodation for students arriving in Sept and Jan.
- To assist in the resolution of complaints in accordance to University policy.
- To assist in the payment of rent and maintaining accurate records of utility charges.
- To assist in the change-over at lease ends to summer vacation letting and in the preparations of the flats. Similarly, to assist with the site and flat preparations for the new student intake in September. Provide appropriate information on charges to be applied to students after completion of the tenancies.

- To assist in the design and management of the stock control system of small equipment for the flats and soft furnishings audits, repairs and replacements and ensure proper records are maintained.
- To provide signposting for students to include wellbeing. Liaising with the ENU central well-being support teams and the ENU security teams for the benefit of our student population.
- To provide orientation visits for potential students and their families and stakeholders such as Student Recruitment.
- To assist with the summer commercial period including reception responsibility and co-ordination of the summer lettings team.
- To assist with attending and working at Student Accommodation Applicant Open Days and Evenings onsite at student accommodation and campuses.
- Liaise with Schools and other departments of the University in a collaborative manner.
- To participate in the University wide My Contribution staff development programme and other relevant training courses
- To undertake such other duties as may reasonably be required by the Accommodation Officer or Manager.
- 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

EDUCATION / QUALIFICATIONS

- | | ESSENTIAL | DESIRABLE |
|---|-----------|-----------|
| • HNC/HND in a business-related discipline or extensive relevant experience in a customer focused role. | ✓ | |
| • Appropriate housing qualification. | | ✓ |

SKILLS / EXPERIENCE

- | | | |
|--|---|---|
| • Extensive relevant front-line direct customer contact experience (experience would be preferred from a housing/property management background). | ✓ | |
| • Demonstrable experience of streamlining or introducing processes and systems using IT within the office environment. | ✓ | |
| • Experience of working within FE/HE environment. | | ✓ |
| • Experience of applying the relevant housing legislation. | | ✓ |
| • Working knowledge of the private rented sector, and operational property management, including repairs reporting, preferably within student accommodation. | | ✓ |
| • Excellent working knowledge of all Microsoft packages, particularly demonstrable experience of Excel. | ✓ | |
| • Committed to delivering the highest levels of customer service. | ✓ | |
| • Ability to communicate clearly and effectively both orally and in writing. | ✓ | |
| • Ability to work on own initiative and prioritise effectively a varied and demanding workload. | ✓ | |
| • Well-developed analytical and evaluative skills with attention to detail. | ✓ | |
| • Ability to work to tight deadlines and to make decisions. | ✓ | |
| • Good interpersonal skills, and the ability to adapt style accordingly to the needs of the customer. | ✓ | |
| • Strong numeracy. This role will involve spreadsheet calculations and working with figures to track various costs. | ✓ | |



	ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Commitment to students and the quality of their experience at the University. 	✓	
<ul style="list-style-type: none"> • Must have a proactive, positive and “can do” attitude. 	✓	
<ul style="list-style-type: none"> • Possession of a full, clean driving license. 		✓