

Student Accommodation Assistant



ROLE DESCRIPTION

GRADE

Grade 3

LOCATION

This role will involve working at each of our three accommodations developments – Bainfield, Slateford Road and Orwell Terrace

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 (3 developments, 1240 student beds).

As an Accommodation Assistant you will deal with our student enquiries face to face, by phone or by emails.

You will provide administrative support for a wide range of tasks relating to the delivery of an excellent student experience, working as part of a team dedicated to this purpose.

You will assist on open days, arrivals weekend and resident life event days.

You will carry out reception duties and to be actively involved in the appropriate rotas to provide adequate and continuous cover.

Provide general information and advice about the University accommodation policy.

To receive handle and resolve customer complaints from both students and visitors providing feedback where necessary.

To undertake routine clerical and administrative work.

Assist the Student Accommodation Officer to minimise voids.



Accountable to support the summer operations for the commercial lettings.

Assist the Accommodation officer with debt management.

You will support our student population with regards to wellbeing by signposting.

Accountable for the escalation and reporting of any well-being concerns to the Student Accommodation Officer.

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 full 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 respond appropriately to all student and stakeholder enquiries face to face, by email or by phone.
- Awareness of and assistance in maintaining and updating of the Student Accommodation Housing Management System and associated software packages.
- To assist with the integration of the student tenants into their new community and the promotion of Residence Life events. To have an awareness of and responsibility for the welfare of students within the accommodation.
- 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 for example student conduct hearings, neighbourhood complaints, flat inspection admin, 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 population.
- 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 accommodation developments.
- To assist with aspects of planning and scheduling of cyclical pre-planned maintenance and reactive maintenance required onsite.
- Assist with the fire management systems within the flat developments, This will include 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 September and January.
- Assisting in the resolution of complaints in accordance to University policy.
- Assisting 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 to departmental administrator 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. Assist in soft furnishings audits, repairs and replacements and ensure proper records are maintained.
- Liaise with on-site laundry provider to ensure best service to student tenants.
- Monitor the weekly cleaning of the sites to ensure contract compliance of external cleaning company.
- To provide signposting for students to include wellbeing. Liaising with the ENU central wellbeing support teams and the ENU security teams for the benefit of our student population.
- Providing 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 coordination of the summer lettings team.
- Undertake such other duties as may reasonably be required by the Accommodation Officer or Manager.
- Normal working Hours of work are 0845 to 1700, Monday to Friday but flexibility is required to support arrival weekends, open days and resident life evening events.
- Liaise with all other departments of the University in a collaborative manner.
- To participate in the university My Contribution scheme.
- 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

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|--|---|---|
| • 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 advanced level Excel. | ✓ | |
| • Good communication skills, both written and verbal. | ✓ | |
| • Well-developed analytical and evaluative skills with attention to detail. | ✓ | |
| • Ability to organise own workload. | ✓ | |
| • 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 skills. This role will involve spreadsheet calculations and working with figures to track various costs. | ✓ | |
| • Team player who is able to work on their own initiative, when required. | ✓ | |
| • Commitment to students and the quality of their experience. | ✓ | |



ESSENTIAL

DESIRABLE

- Must have a proactive, positive and “can do attitude”.

