

**Student Accommodation Officer,
Student Accommodation, Property & Facilities**

Edinburgh Napier
UNIVERSITY 

Role Description

Responsible for the management and control of a portfolio of student self-catered flats controlled by Edinburgh Napier University.

Grade & Salary:	Grade 4, £26,715 - £31,865 per annum.
Campus Location:	Working across our 3 developments – Bainfield, Slateford Road and Orwell Terrace.
Line Manager:	Student Accommodation Manager , Property & Facilities
Line Management Responsibility for:	Accommodation Assistant and Resident Assistant Team.
Organisational Structure:	<p>Tick to confirm attached</p> <input type="checkbox"/>
Role Summary:	Responsible for the management and control of a portfolio of student self-catered flats controlled by Edinburgh Napier University. In addition the post-holder will from time to time project manage certain areas of development within the department, eg the provision of private sector accommodation information service. The post holder will be expected to be flexible and duties within the department may rotate at some future date according to the operational and/or staff development requirements of the department.

Main Duties and Responsibilities

➤	To manage and administer the student accommodation portfolio allocated by the Accommodation Manager , with particular reference to fire regulations, health and safety, Equality Act 2010 and Houses in Multiple Occupation (HMO) regulations.
➤	To be responsible for the overall care, supervision, maintenance and cleanliness of these premises, to inspect the accommodation on a regular basis, and to liaise closely with other Property & Facilities departments and external contractors as appropriate to ensure that proper control is exercised.
➤	To respond appropriately to all student and stakeholder enquiries face to face, by email or by phone.
➤	Line management of Accommodation Assistant(s) and Resident Assistants to deliver an excellent customer service and delivery of Residence Life programme.

➤	To provide and signposting for students with welfare considerations and problems within student accommodation.
➤	To provide front-line advice and assistance to new and existing student tenants on the 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 provide a sensitive and confidential service across a wide range of issues and refer students on as necessary to other specialist advisors.
➤	To discuss with tenants their proper compliance with all associated regulations, investigate timeously matters of a disciplinary nature, with reference to the tenancy agreement and code of conduct, to keep accurate interview notes and to keep students informed of the procedures. To undertake appropriate correspondence with students either singly or as a group with regard to the running of the accommodation, behaviour, administrative arrangements etc.
➤	To liaise closely as required and forge links with the police, the city environmental staff, private landlords and neighbours living nearby to deal with any problems and to promote harmony between the University's students and the wider community.
	To conduct regular development site walks with Accommodation Manager to ensure legislative compliance and development cleanliness. To lead development team meetings.
➤	To assist in the proper financial management of the student properties, including the setting up and monitoring of rental payments, and, together with other Accommodation staff, to manage the rent arrears in line with departmental procedures.
➤	To actively manage the voids within the flats in line with departmental procedures.
➤	To ensure that all student tenancies are properly recorded and all procedures relating to the tenancies are followed and are fully documented.
➤	To facilitate change-over at lease end and transition to summer vacation letting period ensuring the properties are suitably prepared and presented. To work within the team to manage the running of the flat developments during the vacation letting programme.
➤	As directed, to project manage certain areas of development within the department, e.g. the provision of private sector accommodation information service.
➤	To work within the team to ensure the smooth running of the main induction and key collection sessions in September, and the smaller session in January, and the flat preparations for the beginning of the session.
➤	To lead the recruitment, selection and training of Resident Assistants (RA's). To be responsible for the management and monitoring of RA duties on site, including monitoring of 'on call' rotas, and flat visits, and assist with regular performance reviews.
➤	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 undertake any other duties related to the post as required by the Accommodation Manager .

www.news.napier.ac.uk/vacancies



Person Specification

Attributes	❖ Essential Selection Criteria	Desirable Selection Criteria
Education/Qualifications	Degree Level or equivalent in a Business related discipline or equivalent relevant and demonstrable experience	Appropriate Qualification in Housing/Facilities Management
Experience	<p>Recent experience of working in an operational, property management position, including experience of managing tenants and properties.</p> <p>Working knowledge of University or private sector accommodation</p> <p>Extensive track record of successful delivery of the provision of services in a challenging user-focused environment</p> <p>Demonstrated knowledge of H&S compliance in property management'</p> <p>Extensive track record of face to face customer focused activities requiring strong management skills.</p>	<p>Knowledge of relevant housing legislation</p> <p>Knowledge of tenancy management systems and processes</p> <p>Previous experience of working in student accommodation, experience of working in the hospitality sector and experience of line managing staff</p>
Skills/Personal Requirements	<p>Good command of written and spoken English</p> <p>Excellent interpersonal and communication skills</p> <p>Excellent IT skills including Word, Excel and Outlook</p> <p>Enjoy dealing with students/tenants f</p>	Understanding of current issues affecting students

	<p>Ability to apply detailed and strict guidelines at an operational level, e.g. checking and monitoring flats, managing student behaviour, dealing with neighbour complaints</p> <p>Ability to work without constant supervision and to demonstrate initiative and a 'hands on' approach to problem solving</p> <p>Good organisational and administrative skills, and an ability to prioritise busy workload</p>	
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- ❖ *Essential Selection Criteria* are mandatory requirements for a post-holder. If a potential candidate does not evidence all of these requirements in their application form they do not meet the essential criteria of the role and, therefore, will not be short-listed for interview.