

Job Description

Job title	Accommodation Services Assistant	
Faculty/Directorate	Estates and Facilities	
Grade:	D	Role profile: SSD1
Full time	37 hours per week	Permanent

	Duties of the role
Overall purpose of the role	Reporting to the hall manager, you will assist with the coordination of all aspects of the accommodation service, this includes offering comprehensive advice and guidance to (current and prospective) students, dealing with administrative and data functions and day to day property management of university owned and managed Halls of Residence. You will also liaise regularly with our nominated private providers about bookings, student welfare and complaint/conflict resolution. This role is based on campus full time.
Main duties and responsibilities	<u>Customer Service</u> 1. Develop and deliver a thorough understanding of accommodation provision, policies and procedures. Provide comprehensive advice and information to (prospective) students about the accommodation service and options. Respond to correspondence and enquiries from students, parents and other departments in accordance with the General Data Protection regulations and policies. 2. Co-ordinate all accommodation bookings including summer lets and group bookings, including assisting and advising students on how to confirm their booking, liaise with private providers on progress, process cancellations and issue refunds in line with the booking terms and conditions. 3. Provide pastoral care and welfare advice to students including liaising with other departments and external agencies, making referrals to relevant services and signposting students to further support where necessary. <u>Marketing and Recruitment</u> 4. Review and update all marketing information/literature including the accommodation web pages, pre-induction, welcome packs and hall guides ensuring compliance with UUK audit requirements. 5. Represent the accommodation service and participate at open days, intake, clearing, livestreams, applicant days and recruitment activities which will require weekend working and extended hours. <u>Halls Management</u> 6. Conduct routine inspections of the halls against the Accommodation Terms and Conditions & regulatory compliance to ensure the satisfactory operation of each property and conduct and safety of the students.

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	7. Ensure compliance with the Accommodation Terms and Conditions by students including processing disciplinary action in accordance with the department/University's procedures/regulations. 8. Conduct and oversee mediation and low-level dispute resolution meetings between the students as required. 9. Order repairs and maintenance via Estates Maintenance Services and advise on scheduling of works. Notify students in line with agreed procedures, facilitate access and maintain a log of all contractors who visit the halls. 10. Manage key control for students and contractors. 11. Ensure halls are ready for occupation (main intake September) including room inspections, checking if equipment, organising and distributing welcome and bedding packs and ensuring noticeboards, signage and instruction/safety manuals are up to date. 12. Undertake the role of Building Evacuation Controller and act in line with the Directorate statement of safety organisation. Ensure compliance with all statutory requirements and University policies in relation to Health & Safety. <u>Finance</u> 13. Manage the damage deposits for the halls including recording, notifying students and processing charges throughout the year. 14. Manage the booking payments, including processing, monitoring and reconciliation assistance in line with financial procedures. 15. In line with university financial regulations co-ordinate purchase orders and invoices including completing the associated finance administration and budget management. 16. Support rent payment administration, debt management and income protection, following rent collection and arrears processes, including conversations with students and signposting to relevant support services. <u>General</u> 17. Deputise for the hall manager and provide cover when they are absent 18. Perform any other duties commensurate with the job grade as reasonably required from time to time. 19. Act in accordance with DMU Values: • Collaborative – Work together to achieve joint outcomes, understand how your work contributes to DMU, and be aware of your personal impact on others. • Compassionate – Be open, honest, and caring, work on a basis of trust, and hold yourself accountable for your actions. • Creative - Strive for better, challenge bureaucracy, explore digital solutions, and innovate creatively. • Community minded - Embrace alternative views, treat others with respect, and tackle inequalities. 20. Treat all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with

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	particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation. 21. All members of staff are responsible for their contribution to improved environmental performance and in reducing greenhouse gas emissions at DMU. It is therefore required that all members of staff are aware of how the Environmental Policy relates to their own role at the University. Staff conduct must reflect the values inherent in the Environmental Policy and where required staff must cooperate with environmental compliance and conformance requirements to help minimise our emissions to air, water and land. 22. The postholder should have a positive attitude towards health and safety, and be aware of and comply with all health and safety policies for the university, as applicable. There will be a requirement to complete all mandatory health and safety training as deemed to be relevant for the position held. The postholder is expected to help maintain a safe working environment for staff, students and visitors by working closely with the local safety coordinator as required. Any accidents or dangerous incidents must be reported promptly through the university's reporting system.

Person Specification

Job Title Accommodation Services Assistant

Directorate Estates and Facilities

Grade: D

Role profile: EFD3

Full time 37 hours per week

Permanent

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
Qualifications and Training	GCSE Maths and English at C or 4 or above or equivalent	Essential					X
	Experience of working successfully in a busy, administrative and customer-focused front-line service including resolving complaints.	Essential			X		
	Previous experience of working in a student accommodation or housing-related environment, including dealing with and managing emotional, challenging or sensitive situations.		Desirable	x			
Liaison and Communication	Ability to communicate effectively, orally and in writing,	Essential		x			
	Previous experience of providing support and advice to customers	Essential			X		
Administration	Ability to maintain clear and concise records	Essential			X		
	High levels of accuracy and strong attention to detail	Essential			X		
	Understand the importance of confidentiality and the requirements of the General Data Protection Regulations	Essential		X	X		
Budget Control	Experience of recording financial transactions and completing finance related processes and budgeting including associated administration	Essential			X		
Records and reports	Competent IT user with experience of using office applications and spreadsheets to support administrative tasks.	Essential			X		

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
	Experience of using databases or specialist systems to manage customer records and transactions, including maintaining accurate data and supporting operational processes.	Essential			X		
Service Delivery	Ability to work under pressure and deal with complex information and procedures	Essential			X		
	Able to work pro-actively either on their own or as part of a team, take ownership of activities to meet strict deadlines sometimes with minimal supervision	Essential			X		
	Experience of working in a live operational environment and supporting frontline day to day service delivery	Essential			X		
Health and Safety	Ability to promote a positive health and safety culture, and improve health and safety performance	Essential			X		
Equality and Diversity	Able to provide a service to a diverse range of people to promote inclusivity and equality	Essential			X		
Other Requirements	Flexible approach to working hours and ability to work some weekends	Essential			X		

***A = Application Form; I = Interview; T = Test; D = Documentary Evidence**