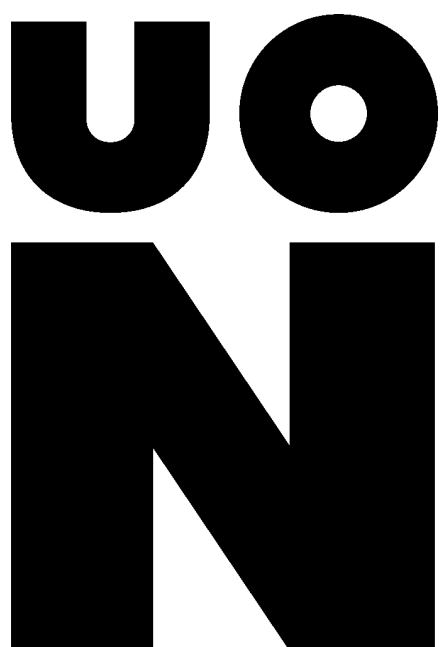


**University of  
Northampton**

**Accommodation Services  
Coordinator  
Job Description**



# **Job Title: Accommodation Services Coordinator**

## **Grade: 6**

### **Responsible to: Residential Services Manager**

#### **Overall Purpose**

To ensure a high quality, effective and efficient service to students and to academic and professional services staff based on expert knowledge of the Accommodation Services field of operations. Provide and coordinate expert support, advice and guidance on the areas of responsibility covered by the Accommodation Services team.

To co-ordinate and supervise the work of the Accommodation Team ensuring a high quality, efficient service is provided to students, staff and stakeholders, under the direction of the Accommodation Manager.

To work closely with the rest of the Residential Services Team, Student Information Desk, Admissions, International Student Support, Student Records and the Specialist Support Services to ensure comprehensive support for students relating to their accommodation needs.

#### **Core People Management Duties & Responsibilities**

- Manage performance and behaviour (including the PDR and the Probation period) of team on an ongoing basis
- Monitor leave and absence of the team on an ongoing basis. Approve annual leave requests, manage poor attendance and support staff with ongoing ill health issues
- Monitor and approve development opportunities to meet changing needs of the University and personal development
- Communicate effectively at all levels, ensuring relevant information is cascaded to the team and allow for two way communication including team meetings and 1-2-1's
- Foster wellbeing of team members ensuring maintenance of work life balance, adherence to Working Time Regulations and providing opportunities for staff to raise issues e.g. through regular 1-2-1 meetings
- Plan resources to ensure adequate coverage to meet the needs of the service whilst recognising employee wellbeing
- Undertake all aspects of recruitment in accordance with University policy and procedure, for both within the team and supporting other departments and faculties across the University
- Undertake investigations and undertake role of hearing manager in cases of disciplinary and grievance for employees across the University in line with University Policy and procedures

# Principal Duties and Responsibilities

The post holder will be responsible for:

- Supporting the Residential Services Manager with the successful operational delivery of the work and services of Accommodation Services, including marketing, allocations, room transfers and all other associated accommodation processes.
- Managing, leading and developing the Accommodation Services team and setting a high standard of performance to be delivered through a comprehensive and efficient accommodation service.
- Providing support and advice to students, staff and third-party stakeholders, including landlords, in relation to the accommodation services offered at the University of Northampton.
- Ensuring efficient operation of the administrative and operational processes within Residential Services, liaising with other teams, particularly, Marketing, Facilities Services, International Student Support, Admissions and the Finance Office as required.
- Managing the room applications, allocations, arrivals, transfers, withdrawals and end of contract processes, drawing in additional support where appropriate.
- Leading, managing and organising processes and resources for arrival and departure events such as Welcome Weekend.
- Managing the relationship with the Private Sector, ensuring the Student Pad system is available to students and landlords and supporting private sector landlords where appropriate.
- Demonstrating a consistent commitment to equality and high quality customer service and to coordinate this across Accommodation Services, ensuring consistency across the team.
- Deputising for the Residential Services Manager during periods of absence.
- Developing and preparing accommodation policies and procedures, covering all relevant topics and consulting with key internal and external stakeholders on their deployment.
- Support the accommodation systems coordinator in Co-ordinating and developing the Accommodation System ensuring data is accurate and up to date, the system capabilities are maximised and that the documentation of support and advice to students and staff is of high quality and effective.
- Developing and maintaining online materials to support and advise students on the University's Accommodation Regulations, Policies and Procedures, including Frequently Asked Questions and a designated email inbox whilst also working with colleagues in Marketing to ensure the Accommodation section of our website is accurate.
- Leading and managing the delivery of our student accommodation insights survey, collecting and analysing the results once completed.
- Providing expert support, advice and guidance to students and other staff within the University

on the services provided by Accommodation Services, ensuring these are delivered to the agreed quality standard or specification to maximise service quality and continuity.

- Monitoring and reviewing the quality of service and customer satisfaction within Accommodation Services, identifying any long-term trends and taking action to maximise service quality and providing suggestions for service improvements.
- Designing and maintaining statistical reports, producing monthly statistics for the Residential Services Manager, including but not exclusively restricted to, data on retention, occupancy, applications and transfers.
- Co-ordinating and facilitating regular drop in sessions and designated appointment slots for students experiencing issues with their accommodation.

## **Generic Duties and Responsibilities**

- The post holder will be expected to undertake other responsibilities and tasks as reasonably requested by the Residential Services Manager or Assistant Director of Estates & Campus Services (Operations).
- The post holder will be required to participate in Open Days, Welcome Weekend and other key University events that may be outside the working week.
- The post holder will be responsible and accountable for ensuring all employment legislative requirements are adhered to including equality and diversity and health and safety issues.
- The job description may be altered at any time in the future in line with the level of the post to meet changing institutional requirements, but only in full consultation with the post holder.

# Person Specification

Please ensure that your application statement provides clear and specific examples to illustrate how you meet each essential criterion. Applicants that fail to do so will not be shortlisted.

Criteria	Essential / Desirable	Assessment Methods
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## Qualifications

1	Education to A level/NVQ level 3 with GCSE English Language (or equivalent)	Essential	Application
2	Willingness to undertake further education and/or training and development	Essential	Interview
3	Degree (any subject)	Desirable	Application

## Skills, Knowledge and Experience

4	Excellent written and verbal communication skills	Essential	Application Interview Test
5	Demonstrable experience of undertaking communication via different media, e.g. written, email, web, text, social networking sites, video etc. ensuring that content is appropriate for medium and audience.	Essential	Application
6	Experienced in being sensitive to the communication needs of the client and the situation e.g. language; emotive circumstances, complex situations.	Essential	Application Interview
7	Effectively represent the Service/ University to stakeholders and actively participate in teams, working groups and committees	Essential	Interview
8	Experience of operating administrative systems and/or processes in a medium or large organisation	Essential	Application Interview
9	Understanding of policies and procedures associated with Accommodation Services and of the need to follow such policies and procedures	Essential	Application Interview
10	Ability to respond and resolve complex enquiries and problems, judging when to refer to management.	Essential	Application Interview Test
11	Ability to be inclusive of colleagues in discussion and decision making as appropriate and ensuring colleagues are kept informed of operational issues as appropriate.	Essential	Interview

12	Demonstrable experience of managing busy workloads and competing priorities	Essential	Application Test
13	Have a current in depth knowledge and understanding of accommodation and residential issues.	Desirable	Application Interview
14	Demonstrable experience of coordinating the work of others effectively and of supporting others in managing challenging situations	Essential	Application Interview Test
15	Demonstrate an understanding of HR policies and procedures	Desirable	Application Interview
16	Ability to identify and undertake vital conversations appropriately	Essential	Application Interview
17	Ability to delegate appropriately.	Essential	Application

### **Personal Qualities**

18	Ability to adapt to organisational change	Desirable	Application Interview
19	Ability to adapt to technological advances in the workplace	Desirable	Application Interview
20	An in depth understanding of issues which may affect Students, including those relating to equality and diversity.	Essential	Application Interview
21	Positive and flexible attitude	Essential	Interview
22	Ability to demonstrate empathy for those in distress	Essential	Application Interview
23	Understanding of issues relating to data protection and confidentiality	Essential	Interview
24	Excellent investigative and problem solving skills	Essential	Interview
25	Emotional resilience	Essential	Interview
26	Persuasion and negotiation skills	Desirable	Application