

It is important to note that this job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your contract of employment.

Job Description for the post of:

Accommodation Team Leader

EHA2113-1121

Reporting to: Accommodation Manager

Accountable to: Head of Operations

The Post

Facilities Management aims to provide a range of quality services, which are appropriate and responsive to the needs of our diverse student population. We are seeking to appoint an Accommodation Team Leader to be part of a team responsible for the delivery of a quality accommodation and support service appropriate to the needs of all students at Edge Hill, both on or off campus. The person appointed will share responsibility for supervising allocation, publicity, placements and overall support and administration for all Halls of Residence and provide a support service for off campus accommodation.

Duties and Responsibilities

1. As a senior member of the team, the post holder will be required to work independently leading on and balancing competing priorities to predetermined time scales. They will play a strategic role in developing and delivering an effective accommodation service, assisting the Accommodation Manager in recommending and managing key projects within the Accommodation Team to drive forward improvements with processes and procedures including implementation of IT projects.
2. To support the Accommodation Manager in key duties across the Institution including attending meetings with colleagues and stakeholders, presenting to senior colleagues and supporting the management of key project delivery across the accommodation team.

3. To line manage the Accommodation Officers setting objectives and monitoring progress in delivering and promoting initiatives, providing regular appraisals and support.
4. To deputise for the Accommodation Manager across all areas of work as appropriate.
5. To chair meetings, which provides a multi stakeholder forum to consider incidents that have taken place across the University campus, agree action(s) to be taken and to monitor existing cases.
6. To collate and analyse internal accommodation data reports, identifying trends and providing recommendations for the Accommodation Manager to incorporate into information for Head of Department and Directorate on future demand for accommodation on and off campus.
7. To take responsibility for management information across the accommodation team. Responsibility will include monitoring the impact of work within the Accommodation Team and providing planned analysis and evaluation as well as producing clear recommendations for action.
8. To deliver knowledge of Mercury and Microsoft Dynamic software and system functions and to produce recommendations on best practice procedures.
9. To provide the strategic lead on data gathering techniques and liaise with appropriate departments to further develop links between data sources and lead on the sharing of information.
10. To take responsibility to research and benchmark existing data gathering practices against other educational providers to ensure that the University is providing best quality service provision.
11. To work closely with the Accommodation Manager to ensure that the Residential Management System (RMS) is utilised to its full capacity; demonstrating extensive understanding and innovation in RMS techniques and data mining; providing analytical and business intelligence reports as required.
12. Assist in the rigorous review and development of standard operational procedures and strategic policies in relation to accommodation of students in conjunction with other service areas of Edge Hill.

13. Contribute to the overall development of Facilities Management and other activities as may be reasonably required in the light of student and institutional strategic and operational needs.
14. Systematically review and monitor the effective allocation of rooms to first year, senior, international students, care leavers and those with additional support needs to ensure the University attains required occupancy levels.
15. Implement effective debt management procedures to effectively monitor and recover student hall fees and accommodation debt, liaising with Academic Registry and Finance Department as appropriate.
16. Develop systems for the effective daily reporting of physical damage together with the production of regular monitoring reports.
17. Under the direction of the Accommodation Manager, conduct timely review and completion of the accommodation brochures, halls handbook and other publications including the website promoting the accommodation service.
18. Assist in the preparation and presentation of accommodation information on Open / Visit Days and continue to review strategies to positively publicise accommodation provision on campus.
19. Ensure the effective management of access control and security measures in halls.
20. Meet regularly with the Accommodation Manager to provide a cohesive and seamless service to students.
21. Contribute to the preparation of relevant, publicity, statistics and reports for direct line management and the Director of Facilities Management as requested.
22. Monitor student satisfaction in relation to accommodation on and off campus and act as a central focus for communication for the users of the services.
23. Monitor, evaluate and review service delivery considering student feedback and external factors e.g. student finance.
24. Liaise with Campus Life Managers and Campus Connectors to provide accurate and relevant information.

25. Respond promptly to enquiries and / or complaints from students, staff and stakeholders on residential matters, ensuring that a positive departmental and corporate image is created and maintained always.
26. Compile and maintain a list of off campus property owners, to agreed quality criteria, ensuring basic health and safety standards and relevant legislation are adhered to.
27. Liaise with key external agencies and stakeholders to combat inappropriate behaviour in the local community.
28. Work in partnership with the Students' Union and Edge Hill staff and others as appropriate to achieve standards and values acceptable to Edge Hill and the wider community.
29. Demonstrate knowledge and understanding and positively promote equality of opportunity.
30. Other responsibilities as determined with the Director of Facilities Management commensurate with the grade.

In addition to the above all Edge Hill University staff are required to:

- a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons
- c) Undertake appropriate learning and development activities as required
- d) Participate in Edge Hill's Performance Review and Development Scheme
- e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner
- f) Demonstrate excellent Customer Care in dealing with all customers

Salary: Grade 6, Points 23-26
£27,924 - £30,497 per annum

Hours: 36.25 hours per week

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

PERSON SPECIFICATION

Accommodation Team Leader EHA2113-1121

CRITERIA:

Applicants should provide evidence of their ability to meet the following criteria:

		Essential	Desirable	*Method of assessment (I/A/S/T/P)
Qualifications				
1	Educated to Degree level or equivalent standard	*		A
2	ECDL or equivalent relevant qualification		*	A
3	Level 2 or Level 3 NVQ Certificate in Customer Service or Business Administration		*	A
Experience and Knowledge				
4	Experience of line management/ supervision of staff.		*	A, S, I
5	Experience in viewing records and updating information in an Information Database.	*		I
6	Experience of data manipulation in excel and/or management reporting from a database	*		I, T
7	Experience in the use of a wide range of IT applications, including Microsoft Word, Access, PowerPoint, Visio, and Outlook; significantly in Microsoft Excel to an advanced level	*		A, S, I
8	Demonstrable experience of developing and applying IT skills and using them to develop/ improve systems and processes.	*		A, S, I
9	Experience of working within a dynamic business environment preferably an accommodation office or within the Higher Education sector	*		A, S, I
10	Understanding of the importance around maintaining confidentiality; data protection legislation; and how both can be implemented in practice	*		A, S, I
11	Experience in the administration of Accommodation Systems with an understanding of core operational processes and procedures	*		I
Abilities/Skills				
12	Excellent organisational and prioritisation skills	*		A, S, I
13	Excellent analytical and problem-solving skills with the ability to undertake general level mathematical calculations	*		I, T

14	Demonstrable high-level attention to detail and accuracy	*		T
15	Able to work proactively on own initiative and effectively under pressure so to manage multiple tasks and meet tight deadlines	*		A, S, I
16	Able to work effectively within teams and as an independent to meet objectives	*		A, S, I
17	Effective communication skills – oral and written	*		A, I, T
18	An understanding of the importance of customer care; and its impact on providing high quality and business focused service to customers	*		A, S, I

Personal Qualities

19	A naturally positive and solution focused attitude towards resolving 'everyday' and variable challenges in a customer-focused environment	*		I
20	Ability to use skills, expertise and personal initiative & judgement to deal effectively with non-routine matters	*		I
21	Pro-active, Self-motivated, Flexible, and forward thinking	*		I
22	Demonstrable commitment to continuous personal and professional development	*		I
23	Willingness to operate flexibly to meet business needs	*		I

***Method of Assessment**

(I-Interview, A-Application, S-Supporting Statement, T-Test, P-Presentation)

Please note that applications will be assessed against the Person Specification using this criteria.