



# Job Description and Person Specification

## Summary

<b>Job title:</b>	Accommodation Assistant
<b>Area:</b>	Accommodation Team
<b>Reference:</b>	EHA1409-1024
<b>Grade and Salary:</b>	£23,581 - £25,148 per annum. Grade 3, Points 11-14.
<b>Contract Type:</b>	Permanent
<b>Hours:</b>	Full Time (36.25 hours per week)
<b>Location:</b>	Campus based role. Ormskirk, Lancashire, L39 4QP
<b>Accountable to:</b>	Accommodation Manager
<b>Reporting to:</b>	Accommodation Manager

## **About the Department**

Facilities Management (FM) at Edge Hill is the largest support department at the University employing over 320 members of staff across 13 defined service areas. We provide hard and soft FM services to almost 12,000 students and 2,000 staff in addition to visitors, partners and members of the public using the 160-acre campus. Our award winning campus, includes 2500 residential bedrooms for students. Our multi-award winning FM team is recognised within and beyond the higher education sector, for our customer-centric culture, and our direct positive contribution to the core business – the attraction, recruitment and retention of students.

## **About the Role**

The post holder will support a dynamic and student focussed, community-based service to residential students which is highly valued, visible and supports the creation of a safe and inclusive community, this is a dynamic customer service role. The Accommodation team, strive to ensure students feel supported, engaged and able to live independently within our accommodation and this role is vital to enabling that success. The post holder will support the delivery of a holistic 52-week service to our students, ensuring that the transition from home to university living is achieved as smoothly as possible and will help to foster and manage self-supporting communities of students.

This role will support the Accommodation team to act as a single point of contact for residential students, as well as providing support across each community area as appropriate. This role will take responsibility for administratively supporting the team in all aspects, including collating data, writing reports, answering student enquiries and dealing with low level complaints. This role will also be responsible for collating and tracking performance data within accommodation and will monitor and report upon this to support the university's aims of attracting, recruiting and retaining students.

## **Duties and Responsibilities**

- Deliver a responsive and proactive administrative support service to residential students which is aligned to the EHU accommodation strategy, supporting the delivery of a high-quality residential experience to our students.
- Take responsibility for administering core accommodation tasks including transfers, terminations as well as supporting patch-based accommodation officers to manage low level anti-social behaviour and nuisance with a focus upon early intervention and de-escalation according to agreed targets, procedures and standards.

- Take responsibility for the coordination and scheduling of core FM related tasks for delivery by accommodation officers including room and community inspections, liaison and support. Coordinate clear communication with residential students as appropriate and act as a key office-based point of contact for residential students in all aspects of FM.
- Liaise with partners and stakeholders including local authority, statutory bodies and the Students Union to ensure effective collaboration and partnership working with Residential Living.
- Take responsibility for the coordination of communications to students during major incidents or repairs, support in any relocation and support.
- Support a proactive, flexible and visible accommodation service which includes delivering welcome visits, drop ins, halls visits, room inspections, communal inspections, open days, applicant visit days, campus inspections and welfare visits in coordination with the FM departments to support the wider accommodation team.
- Ensure student feedback and satisfaction data is considered and fed into continual service improvements.
- Support key aspects of Welcome Weekend delivery and preparation in relation to accommodation administration, ensuring effective support for incoming students, communication and organisation, as appropriate within the wider team. Liaise with all relevant stakeholders to ensure students receive a positive moving in experience including supporting a proactive and visible welcome for students when they move in.

### **Accountability**

- Ensure full use and awareness of the in-house Mercury 4 system as appropriate to role including training, development and the sharing of relevant student information with other appropriate FM teams to support the delivery of a high-quality student experience.
- Effectively liaise with Campus Support, ensuring effective daily handover including review of the daily log and escalation as appropriate
- Support student complaint investigations where the complaint concerns student accommodation (on or off campus). Support and deliver effective communications for affected students through the process. Facilitate and deliver conflict resolution outcomes between students where appropriate.
- Deputise for Accommodation Officers, as appropriate and provide cover and support for Accommodation across any EHU community as appropriate.

## **Decision Making**

- Make decisions in relation to own area of responsibility. Make recommendations on service improvement to appropriate manager, which will support students to receive an excellent experience.

## **Complexity**

- Working across multiple stakeholder groups to support the delivery of key projects.
- Breadth of role - operational.
- Delivering services across several customer contact points.

In addition to the above all Edge Hill University staff are required to: adhere to all University policies and procedures; demonstrate excellent customer care; undertake appropriate learning and development; actively participate in performance review; encourage equality, diversity and inclusion; respect confidentiality; act in a sustainable manner; and proactively consider accessibility.

## **Eligibility**

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

Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria. Where a supporting statement is indicated you will be asked to provide a statement of how you meet this criterion within the application form.

### Qualifications

<b>Criteria</b>	<b>Essential or Desirable Criteria</b>	<b>Method of Assessment</b>
Educated to degree level or equivalent work-related experience	Essential	Application
Educated to a higher degree level or Masters in a business context	Desirable	Application
NVQ Customer Service or equivalent	Desirable	Application

### Experience and Knowledge

<b>Criteria</b>	<b>Essential or Desirable Criteria</b>	<b>Method of Assessment</b>
Demonstrable experience of working as a customer service led professional to multiple customer groups	Essential	Application, Supporting Statement & Interview
Demonstrable experience of working with the Microsoft Office suite – including Word, Excel, PowerPoint and Outlook	Essential	Application & Interview
Demonstrable experience of collating and formatting reports and documents to a professional/high standard ensuring accuracy and consistency	Essential	Application & Supporting Statement
Experience of working with a comprehensive CRM/CAFMS system including interrogation of reports, understanding of performance and dissemination of information	Desirable	Interview

## Abilities and Skills

Criteria	Essential or Desirable Criteria	Method of Assessment
Able to maintain strict confidentiality at all times	Essential	Application
Well organised, adaptable and pro-active. Able to prioritise and plan effectively and flexibly to meet deadlines.	Essential	Application & Supporting Statement
Excellent negotiating and influencing skills	Desirable	Interview
Excellent customer service and problem-solving skills	Essential	Interview
Excellent verbal and written communication skills	Essential	Supporting Statement & Interview
Able to develop and maintain professional customer relationships and demonstrate a high level of emotional intelligence and empathy for others	Essential	Interview
Act as an ambassador for the service and be passionate about our contribution to the customer experience	Essential	Supporting Statement & Interview

## Candidate Guidance and How to Apply

Join our team at Edge Hill University! We're looking for talented individuals to join our dedicated and supportive community and make a difference to our students. At Edge Hill we value the benefits a rich and diverse workforce brings and welcome applications from all sections of society.

### Have any questions?

For informal enquiries about this vacancy, please contact Bryan Tyrer, Manager - Accommodation Team at [tyrerb@edgehill.ac.uk](mailto:tyrerb@edgehill.ac.uk).

### Ready To apply:

1. Go to our jobsite - <https://jobs.edgehill.ac.uk/Vacancies.aspx>
2. Find the role you wish to apply for.
3. Click the "**Apply Online**" button on the job advert and follow the easy steps to prepare and submit your application.

## Key points:

- **Closing date:** Please refer to the advert for the closing date for this vacancy. Vacancies automatically close at 23:59pm [GMT]. Please note, that the University may on occasion close a post early if vacancies attract high volumes of applications; we therefore encourage you to prepare and submit your application in good time.
- **Next steps:** We'll contact you by email, usually within two weeks, to let you know if you have been shortlisted.
- **Shortlisting:** Information you provide on your application will be assessed against the person specification for this role. We encourage you to clearly show how you meet the requirements presented in the person specification. We encourage use of specific examples of your experience, knowledge and skills within your supporting statement(s).
- **Pre-employment checks:** Following offer, successful candidates will need to provide original proof of identity, qualifications and professional memberships, and evidence their right to work in the UK. You will also complete a pre-employment health questionnaire to support Edge Hill University make appropriate adjustments to support you in the role.
- **References:** You will be asked to provide details of two referees on your application form. References will be collected following issue of an offer of employment. Guidance on how to select your referees is provided on the form. The University may ask you for alternative or additional referees to cover your previous three years of employment during pre-employment clearances.
- **Right to work in the UK –** This position does not meet the eligibility requirements for sponsorship under the skilled worker route within the UK visa and immigration service's points-based system. Therefore, Edge Hill University is not able to sponsor individuals who require permission to work to carry out this position.
- **Start date:** A start date will be arranged after pre-employment checks are completed.