

## **JOB DESCRIPTION**

**Job Title:** Accommodation Officer

**Grade:** H

**Responsible to:** Accommodation Officer Manager

### **Job Purpose:**

Provide advice and guidance to prospective and existing students covering a variety of accommodation issues including allocations, accommodation options, rent arrears and contractual issues, making referrals where appropriate. To liaise with internal and institutional partners to produce and deliver an excellent and pro-active accommodation service.

### **Internal Partnerships**

- Falmouth University
- University of Exeter Cornwall Campus
- Falmouth Exeter Plus Support Services and Estates and Facilities team
- Finance Department
- Fxu Student Union and Student Mentors

### **External Partnerships:**

- Prospective students and student parents
- Third party student housing providers and private sector landlords
- The local community
- Independent advice agencies such as Shelter Housing Aid and Citizen's Advice Bureau.
- Health care providers such as GP Surgeries and Community Mental Health teams.
- The Police and other relevant statutory and voluntary organisations including community forums.

### **Main Duties and Responsibilities:**

1. To receive and answer queries in person, by email and phone from students, prospective students and parents, institutional staff, private sector landlords, Student Support colleagues and the general public. Covering reception duties as required and ensuring that the general administrative tasks within Accommodation Office area are undertaken.
2. Under the direction of the Accommodation Office Manager allocate places in Falmouth Exeter Plus owned, managed or approved residences, send offers out by email and deal with related correspondence. Set response deadlines, monitor

students' responses, check deposit are paid on time, cancel accommodation places where response deadlines missed.

3. To be fully conversant with Room Service allocation system and support interface with the finance department. Train temporary staff on the use of Room Service and other office systems. Be able to compile regular reports on voids and bed management.
4. Assist in maintaining full occupancy levels in Falmouth Exeter Plus owned, managed and approved accommodation throughout the year, including maintaining a waiting list, log departures and arrivals and set contract lengths for Erasmus students.
5. Under the direction of the Accommodation Office Manager ensure office equipped to provide appropriate advice and information to students, prospective students and institutional staff in line with internal policies and procedures, including:
  - a. Allocations process
  - b. Contractual obligations of Falmouth Exeter Plus, 3<sup>rd</sup> party providers and the student in respect of the accommodation contract
  - c. Accommodation options (including Head Lease properties)
  - d. Request to vacate procedure
  - e. Room swaps
  - f. Waiting list
  - g. Finance interface and arrears procedure
  - h. Complaints procedure
6. To oversee the provision of information and displays for Open Days, student move in, induction and other associated sessions promoting the accommodation service, including presentations, at Penryn and Falmouth Campus. Support the Private Sector Liaison Officer in organisation and provision of associated events.
7. Provide accommodation information sessions at the Penryn and Falmouth Campus, Tuke House, and other off site accommodation as required, any deficits to be reported to the Accommodation Office Manager.
8. Under the direction of the Accommodation Office Manager conduct timely review and completion of accommodation brochure, accommodation handbooks and other information including the website promoting the accommodation offer, procedure and support available.
9. Provide support and signposting for students with welfare considerations and problems within their accommodation, making representations on their behalf to other services and liaising with the Living Support Team and Accommodation Office Manager. Keeping accurate and contemporaneous notes of any meetings.

10. Under the direction of the Accommodation Office Manager to participate in the first stage investigation of incidents relating to students and their behaviour within Falmouth Exeter Plus owned, managed, and approved accommodation. Aiding the prompt resolutions of issues in conjunction with the Living Support Team as required.
11. With appropriate support and training to carry out basic finance advice for students, be able to explain principles of incoming, outgoing, priority and secondary debts. Make timely referrals to the fxu advice service and to encourage students to make realistic payment plans where arrears accrued in residences. Support the finance team with debt interviews.
12. Prepare cases and reports for the Accommodation Office Manager and Head of Accommodation Services including complaints, requests to vacate residences, contact queries and rent arrears,
13. To liaise with third party student housing providers such as Sanctuary Students, also external security companies, receiving regular reports and highlighting any concerns to the Accommodation Office Manager. Organise and contribute to regular meetings to develop the services offered as required.
14. Supervise temporary Accommodation Office staff and Resident Assistants to ensure routine tasks prioritised. Direct work of temporary office staff during the busy allocation period (between May and October). Advise and direct Accommodation Ambassadors and Resident Assistants as requested for sessions including open days, move in and out dates and induction sessions.
15. Where directed to assist the Private Sector Liaison Officer with setting up head lease properties and support the tenants.
16. Work flexibly, evening and weekend work essential around student move in dates, inductions and other events. Be able to work in a variety of locations and alongside other teams as required.
17. To participate in the Annual Performance Development Review Process.
18. To actively support equality and diversity policies of Falmouth Exeter Plus.
19. To attend training courses as identified and agreed for appropriate development.
20. Working within the Health and Safety at Work Act, the postholder has a legal duty to take reasonable care for Health and Safety both for themselves and others who may be affected by their actions. They are also required to undertake Health and Safety training commensurate with the level required by the post and to take part in risk assessment procedures and the implementation of agreed

recommended work practices within the area.

21. Undertaking other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility.

**PERSON SPECIFICATION**

**Post Title: Accommodation Officer**

Attributes	Essential Requirements	Desirable Requirements
<b>Education / Qualifications</b>	Educated to A level / NVQ level 3 or equivalent relevant experience.	Educated to degree level.  Clean driving licence.
<b>Experience / Knowledge</b>	<p>Significant experience working in a general administrative role in a busy office environment</p> <p>Experience of providing effective advice and signposting within a complex organisation.</p> <p>Experience of monitoring and prioritising workloads within the service area and co-ordinating tasks in a fast changing environment.</p> <p>Experience of prioritising a substantial work load and working accurately to a deadline in a pressurised environment.</p> <p>Experience of offering excellent customer service and resolving customer complaints.</p>	<p>Experience of working in a student centred service.</p> <p>Experience of working with accommodation provision and knowledge of housing issues.</p> <p>Experience of providing advice to young people.</p> <p>Experience of providing a service to a variety of client groups.</p> <p>Experience of working with a formal complaints procedure.</p>
<b>Skills / Personal Requirements</b>	<p>Excellent interpersonal and written communication skills.</p> <p>Excellent customer care and negotiation skills.</p> <p>Well motivated, able to work to deadlines and prioritise tasks under pressure.</p> <p>Work under limited supervision and on own when required. Good time management skills.</p>	<p>Ability to prepare reports.</p> <p>Willingness to undertake training to improve effectiveness.</p>

# Falmouth Exeter Plus

	<p>Professional approach to team working.</p> <p>Be able to work in a discrete confidential manner.</p> <p>Flexible approach to working hours (including weekends) and at a variety of locations.</p>	
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