

Job Description

Job Title: Accommodation Officer

Grade: Grade 3

Responsible to: Accommodation Office Manager

Job Purpose:

The purpose of the role is to provide a friendly, welcoming and efficient reception service to all students and visitors in line with Falmouth Exeter Plus's values. Primarily based at Glasney Lodge reception as a customer facing member of staff the post holder will be committed to presenting themselves professionally to all colleagues and customers in offering advice, sign-posting and in representing Falmouth Exeter Plus.

The role will 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

Main Duties & Responsibilities:

1. To provide an effective, proactive and accountable customer focused reception service for students, staff and visitors.
2. 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.

3. 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.
4. 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.
5. 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.
6. 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.
7. 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.
8. 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.
9. 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.
10. 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.
11. Work flexibly, evening and weekend work essential around student move in dates, open days and other events. Be able to work in a variety of locations and alongside other teams as required.
12. To participate in the Annual Performance Development Review Process.
13. To actively support equality and diversity policies of Falmouth Exeter Plus.
14. To attend training courses as identified and agreed for appropriate development.

15. 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.
16. 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
<p>Education / Qualifications</p>	<p>Educated to A level / NVQ level 3 or equivalent relevant experience.</p>	<p>Educated to degree level. Full driving licence.</p>
<p>Experience / Knowledge</p>	<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 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 in a front of house role.</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>
<p>Skills / Personal Requirements</p>	<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>Professional approach to team working.</p>	<p>Ability to prepare reports.</p> <p>Willingness to undertake training to improve effectiveness.</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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