

JOB DESCRIPTION

Job Title:	Accommodation Team Leader
Grade:	5
Reporting to:	Accommodation Office Manager
Budget:	None assigned (supports management of revenue streams)
Staff:	Line management of Accommodation Officers

Context of the Role

Falmouth Exeter Plus (FX Plus) is the shared service delivery partner for Falmouth University and the University of Exeter in Cornwall. FX Plus provides a wide range of student-facing and campus-focused services that support the academic, social and operational life of both universities. The Accommodation Office supports over 7,000 students annually across both institutions, managing a diverse estate of owned, leased and nominated accommodation options, while also coordinating summer usage through Cornwall Plus.

The Campus Services Directorate is responsible for delivering functions that directly impact income generation, the student experience and the quality of life on campus. The Accommodation Office plays a critical role in this offer, ensuring that accommodation services are strategically aligned, operationally effective, and financially sustainable.

Purpose of the Role

The Accommodation Team Leader leads the operational delivery of the Accommodation Office's administrative functions providing line management for the Accommodation Officers in an office-based setting to ensure effective on-site collaboration and support for a range of enquiries and situations including student allocations, arrivals, in-year changes, and departures across the accommodation portfolio.

The postholder supports the Accommodation Office Manager by ensuring effective service coordination, case management, team performance, and front-line student support. This role is vital in maintaining high occupancy, service quality, and regulatory compliance, whilst contributing to a welcoming and inclusive student experience.

Accommodation Team Leader

Specific Duties and Responsibilities

1. Supervise the daily operations of the Accommodation Office, ensuring all services are delivered to agreed standards, timescales, and policy frameworks under the general direction of the Accommodation Office Manager.
2. Manage the allocation and administration of accommodation across university-owned and leased properties, including room moves, contract amendments, and withdrawal processing.
3. Act as the first point of escalation for routine student queries, accommodation related complaints, and lead on complex cases, recommending solutions and ensuring issues are resolved efficiently and in line with service policy.
4. Lead the Accommodation Officer team by providing day-to-day support, guidance, coaching, and supervision, escalating HR matters to the Accommodation Office Manager as needed.

Oversee the triage and allocation of workload to the staff team to ensure fair and appropriate resource cover for peak periods, arrivals, open days, and other cyclical service events.

5. Maintain accurate and timely records of service requests, student issues, and decisions in accordance with GDPR and organisational policy.
6. Monitor legal and regulatory compliance with tenancy agreements, accommodation regulations, risk assessments and third-party provider obligations etc, escalating breaches where appropriate.
7. Collaborate with the Student Support, Safeguarding, and Accessibility teams to manage student wellbeing issues within accommodation settings.
8. Respond to and document behavioural or welfare-related incidents within university-managed accommodation, taking initial steps toward resolution.
9. Maintain active oversight of Room Service data entry and accuracy, supporting users and highlighting issues to system administrators.
10. Ensure timely and appropriate communications to students regarding allocations, procedures, deadlines, and in-year updates.
11. Support the delivery of accommodation marketing and student engagement activity, including open days, house-hunting events, and community briefings.
12. Provide guidance to students in financial difficulty, coordinating with Finance and Student Support to facilitate realistic payment solutions.
13. Work constructively with third-party providers and landlords to resolve operational matters and support consistent student experience across the portfolio.
14. Contribute to the development and refinement of accommodation processes, documents, annual operating plan and standard operating procedures.
15. Promote a customer-centred service ethos and a positive working environment through role-modelling, team building, and collaboration.
16. Participate in role related meetings and committees and contribute to related reports and actions as required.

Accommodation Team Leader

17. Undertake additional duties commensurate with the level of the role as required to support the effective functioning of the Accommodation Office.

Accommodation Team Leader

General Duties and Responsibilities:

1. Ensure compliance with relevant legislation and FX Plus policies, including safeguarding, equality and diversity, tenancy law, and data protection.
2. Support and participate in organisational processes including staff development, performance reviews, and required training.
3. Contribute to risk identification, mitigation, and reporting within the accommodation context.
4. Promote sustainability and inclusivity in all aspects of service delivery.
5. Build and maintain collaborative relationships across FX Plus, the university partners, and relevant external stakeholders.
6. Demonstrate a flexible and professional approach to change, supporting continuous service improvement and cross-functional working.

Accommodation Team Leader

PERSON SPECIFICATION

Qualifications	<p><u>Essential</u></p> <ul style="list-style-type: none"> Degree-level qualification or equivalent professional qualification or experience in accommodation, housing, or student services. <p><u>Desirable</u></p> <ul style="list-style-type: none"> Mental Health First Aid (MHFA) training or equivalent Relevant professional certification (e.g. CIH Level 3 or above) Full UK Driving Licence
Knowledge and experience	<p><u>Essential</u></p> <ul style="list-style-type: none"> Proven experience of leading or supervising a team, manage performance, and support professional development. Demonstrable background of customer service in a complex, multi-stakeholder environment, ideally gained in accommodation, housing or student services or similar. Working knowledge of tenancy processes, dealing with occupant issues, and day to day service delivery, ideally gained in a regulated environment. Proficient in the use of Microsoft Office, including Word and Excel to an intermediate level, to be able to produce statistics, tables, reports and letters. <p><u>Desirable</u></p> <ul style="list-style-type: none"> Prior experience working with student populations and/or experience of working in accommodation or housing services Experience using accommodation management systems (e.g., Room Service). Experience supporting incident resolution or working alongside welfare teams.
Skills and attributes	<p><u>Essential</u></p> <ul style="list-style-type: none"> Excellent organisational skills with the ability to prioritise competing demands. Clear, confident communicator with strong interpersonal and written skills, including demonstrating empathy and the ability to be sensitive Sound judgement and decision-making skills, particularly in challenging, stressful or time-sensitive situations. Able to work independently and as part of a team. Committed to equity, diversity, inclusion, and continuous personal development. <p><u>Flexible to work in line with the needs of the business</u></p>