

## **JOB DESCRIPTION**

<b>Job Title:</b>	Accommodation Officer
<b>Grade:</b>	3
<b>Responsible to:</b>	Accommodation Office Team Leader

## **JOB PURPOSE:**

To provide professional advice and guidance to prospective and current students on a wide range of accommodation matters including applications, allocations, accommodation options, contractual issues, and payments. The post holder will support the delivery of an effective and responsive accommodation service, ensuring students receive accurate information and appropriate support. This includes signposting students to relevant wellbeing or support services where required.

## **MAIN DUTIES & RESPONSIBILITIES:**

1. Provide advice and respond to accommodation enquiries from students, applicants, parents/guardians, institutional staff and internal and external stakeholders via email, telephone and in person. Ensuring that the general administrative tasks within the Accommodation Office area are undertaken. Manage a varied and high-volume workload, prioritising tasks to ensure service standards and response times are maintained.
2. Under the direction of the Accommodation Office Team Leader, support the allocation of accommodation within Falmouth Exeter Plus owned, managed or approved residences including issuing offers, monitoring responses and managing associated administration.
3. To be fully conversant with the Room Service allocation system and other relevant accommodation, student record and office systems. Train temporary staff in the use of Room Service and other office systems. Maintain accurate accommodation records using relevant systems and support the production of reports relating to occupancy, allocations and room management. Use and maintain spreadsheets and tracking tools to record, monitor and report on accommodation activity including allocations, occupancy, waiting lists and other service data.

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. Ensure all accommodation records and system updates are maintained accurately and in a timely manner.
5. Maintain appropriate confidentiality and ensure that all personal data is handled in accordance with the Data Protection Act, GDPR and University policies and procedures.
6. Under the direction of the Accommodation Office Team Leader ensure the office is 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, third party providers and the students 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

7. To oversee the provision of information and displays for open days, student arrivals, inductions, private sector house hunting and other associated sessions promoting the accommodation service, including presentations, at Penryn and Falmouth Campus.
8. Conduct regular reviews and updates of the accommodation website, promotional materials, handbooks and other information including promoting the accommodation offer, procedure and support available
9. Demonstrate an awareness of safeguarding responsibilities and contribute to maintaining a safe and supportive environment for students.
10. Provide appropriate 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 Student Services Team and Accommodation Office Team Leader as appropriate.
11. 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 resolution of issues in conjunction with other teams/departments as required.
12. Assist with the preparation of routine reports and management information relating to allocations, occupancy levels, waiting lists and general accommodation activity.
13. Liaise with external accommodation providers and partner organisations to support the delivery of accommodation services and address issues affecting students. Organise and contribute to regular meetings to develop the services offered as required.

14. Supervise temporary Accommodation Office staff to ensure routine tasks are prioritised. Direct work of temporary office staff during the busy allocation period (between May and October). Advise and direct Student Ambassadors as requested for sessions including open days, move-in and out dates and induction sessions.
15. The postholder will be required to work flexibly, including occasional evening and weekend work during key operational periods such as student arrivals, open days and inductions activities. This role may also require working across different campus locations and visiting off-site accommodation providers as part of operational duties.
16. To participate in the Annual Performance Development Review Process.
17. To actively support equality and diversity policies of Falmouth Exeter Plus.
18. To attend training courses as identified and agreed for appropriate development.
19. Working within the Health and Safety at Work Act, the postholder has a:
  - a. legal duty to take reasonable care for Health and Safety both for
  - b. themselves and others who may be affected by their actions.  
They are
  - c. also required to undertake Health and Safety training commensurate with
  - d. the level required by the post and to take part in risk assessment
  - e. procedures and the implementation of agreed recommended work
  - f. practices within the area.
20. Contribute to the continuous improvement of accommodation processes, systems and administrative procedures to support efficient service delivery.
21. Work in accordance with Falmouth Exeter Plus policies, procedures and values.
22. Undertake other duties commensurate with the grade of the post as reasonably required by the Accommodation Team Leader, Accommodation Office Manager, Director of Campus Services or another appropriate manager.

**PERSON SPECIFICATION****Post Title: Accommodation Officer**

<b>Attributes</b>	<b>Essential Requirements</b>	<b>Desirable Requirements</b>
<b>Education / Qualifications</b>	Educated to A level / NVQ level 3 or equivalent relevant experience.	Educated to degree level.
<b>Experience / Knowledge</b>	<p>Significant experience working in a general administrative role in a busy office environment.</p> <p>Good IT skills including Microsoft Office (particularly Outlook, Word and Excel).</p> <p>Experience of working with computerised systems or databases and maintaining accurate records, with the ability to work confidently with spreadsheets and adapt to new systems quickly.</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 workload 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-centered 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 complaint procedure.</p>

<p><b>Skills / Personal Requirements</b></p>	<p>Excellent interpersonal and written communication skills.</p> <p>Excellent customer care and negotiation skills with a clear commitment to delivering a positive student experience.</p> <p>Well-motivated, able to work to deadlines and prioritise tasks under pressure.</p> <p>Work under limited supervision and independently when required. Good time management skills.</p> <p>Ability to work collaboratively as part of a team while also managing individual responsibilities.</p> <p>Be able to work in a discrete and confidential manner.</p> <p>Flexible approach to working hours (including weekends) and at a variety of locations.</p>	<p>Ability to prepare reports.</p> <p>Willingness to undertake training to improve effectiveness.</p>
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