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| Job title | Accommodation Services Accommodation Officer | Job family and level | Administrative, Professional and Managerial Level 3 |
| School/ Department | Accommodation Services | Location | University Park Campus |

Purpose of role

Working as part of a team, responding to email, web chats and telephone and teams' enquiries to provide a professional and customer focussed service. To assist in the administration of the student application, allocation, pre arrival and post arrival process involving a high volume of applications and room stock. Each officer is accountable for approximately 2500 rooms each and working with a minimum of one external third party provider. To operate within set timeframes to meet the student accommodation guarantee and student recruitment targets for both University and third-party accommodation providers. To provide an efficient face-to face enquiry service. To liaise with third party providers to ensure that the contractual SLAs are being met and that students receive the best possible student experience. To build reports using complex data systems to monitor availability, conversion and inform senior management. Throughout the academic year provide face to face and online provision to supporting students in all accommodation and facilitate any contractual support required. Provide a first line response to all applicant and student accommodation queries across a 10,000 bedroom portfolio.

The Accommodation Officer role is critical to the conversion of applicants to students in the recruitment process and accurate and precise reporting is required to generate over £32m of University revenue.

| | Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role) | % time per year |
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| 1 | <p>Administrative and First point contact Taking full responsibility for the day-to-day administrative tasks that are related to the essential running of the Accommodation department both independently and in conjunction with multiple stakeholders both internally and externally. Role holder will act as first point of contact over all platforms (MS Teams, E-mail, face to face). Specifically:</p> <ul style="list-style-type: none"> ▪ ensuring student records are accurate and up to date including inputting and updating of student applications ▪ allocation of student accommodation in line with student needs and desires. This may require working with other university Stakeholders to ensure a robust approach to student satisfaction (e.g., disability support) ▪ managing visitor bookings and liaising with internal and external providers to support this | 45 % |

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| | <ul style="list-style-type: none"> ▪ delivery of communications to prospective students on key accommodation matters that require time sensitive responses ▪ liaison with other support services and academic schools on specific student or student group requirements/administration ▪ liaison with accommodation management teams, both University and third party, regarding allocations of accommodation and ongoing individual issues of residents ▪ Individual casework management of complicated student needs, relating to such areas as disability, mental health and finances ▪ liaising with colleagues in the planning and preparation for each academic year application and allocation cycle ▪ information sharing and weekly meetings with allocated third party provider ▪ Building reports using complex data from multiple software platforms ▪ Leading on Third party accommodation providers to agreed KPI's and SLA terms and performance ▪ Using multiple bespoke database systems to interpret and manipulate over various platforms (e.g, Campus, Kinetics, Gecko) | |
| 2 | <p>University Representation Taking full responsibility for the delivery of information and query of content for the department on any and all open days including supporting schools and departments with ad hoc bespoke events Specifically:</p> <ul style="list-style-type: none"> ▪ Leading with information dissemination through various platforms ▪ Preparation of marketing material (ensuring accuracy at all times) ▪ Taking responsibility for university stakeholder referrals that require specific knowledge and proactive problem-solving skills | 10% |
| 3 | <p>Marketing and Social Media Provide support on any live or Social Media platforms with student accommodation applications Specifically:</p> <ul style="list-style-type: none"> ▪ Use of Gecko for live chat including 'training for the bot to ensure constant improvement of the completed enquiry rates for the department ▪ Liaison with External Relations to ensure accuracy of information. Including video content reviews to ensure transparency to students at all times | 10 % |
| 4 | <p>Website and publication support</p> <ul style="list-style-type: none"> ▪ Providing support to develop and update the accommodation services website and publications. ▪ Identification of areas for improvement in line with students changing needs and priorities for accommodation. ▪ Skilled in CMS web editing in both planned and responsive amendments. | 5 % |
| 5 | <p>Problem Solving Taking independent action to remedy complex and various queries and complaints relating to Accommodation issues Specifically:</p> | 5% |

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| | <ul style="list-style-type: none"> ▪ To lead on complaints that relate to the individual 'owned' portfolios and liaise with any stakeholders required to achieve student satisfaction ▪ To proactively build and maintain relationships and processes to ensure continued compliance but also instigate changes to avoid repetition of any negative situations | |
| 6 | <p>Data Management and Reporting Maintain records for staff, students and/or finance as required Specifically:</p> <ul style="list-style-type: none"> ▪ Update policies and relevant documentation associated with Accommodation services ▪ Analyse data and produce reports for management as required ▪ Maintain adherence to compliance and regulatory policies around data ▪ Undertaking professional and personal development where appropriate to ensure continual updating of skills and knowledge | 20 % |
| 7 | Any other duties appropriate to grade and role | 5% |

Person specification

| | Essential | Desirable |
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| Skills | <ul style="list-style-type: none"> ▪ Excellent customer service skills ▪ Excellent numerical skills ▪ Ability to work effectively as part of a team ▪ Excellent IT skills/knowledge including Microsoft packages, report building, and ability to adapt and learn new applications ▪ Independent judgement/thinking ▪ Ability to operate at high level of emotional intelligence when facing challenging and emotional student issues ▪ People management skills when working with internal and external stakeholders | <ul style="list-style-type: none"> ▪ Working knowledge of the activities of other areas of the University relevant to the role. |
| Knowledge and experience | <ul style="list-style-type: none"> ▪ Excellent Excel knowledge and database experience ▪ Excellent interpersonal skills and oral and written communication skills ▪ Ability to prioritize own workload ▪ High level of attention to detail ▪ Ability to remain calm under pressure ▪ Demonstrable administrative experience ▪ Experience of working in a customer focussed environment in a front facing role ▪ Experience of processing financial information ▪ Proven experience of identifying operational improvement and providing solutions ▪ Experience in dealing with unforeseen problems and circumstances ▪ Relationship management experience with external providers ▪ Ability to manipulate complex data and navigate various platforms | <ul style="list-style-type: none"> ▪ Experience of working with a student administration system/database. ▪ Previous experience in student accommodation or similar accommodation providers ▪ Experience of delivering power-point presentations ▪ Experience of web content management systems |

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| | <ul style="list-style-type: none"> ▪ Experience in digital and in person support for stakeholder promotions and events | |
| Qualifications, certification and training (relevant to role) | <ul style="list-style-type: none"> ▪ GCSEs in English and Mathematics or equivalent. HNC or HND (or equivalent) plus considerable experience in a relevant role/s OR ▪ Broad substantial relevant experience demonstrating general knowledge, technical, financial or professional practise and development | |
| Statutory, legal or special requirements | <ul style="list-style-type: none"> ▪ Knowledge of issues of confidentiality and Data Protection Act | <ul style="list-style-type: none"> ▪ Awareness of University procedures and relevant legislation |



The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.

Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Is friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.
- Taking ownership** Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as H&S, EDI and other considerations.
- Forward thinking** Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process
- Professional pride** Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.
- Always inclusive** Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area

Key relationships with others



