



## Accommodation Manager Job Description

Reporting to the Director of Operations, the Accommodation Manager is responsible for the efficient management of the College's bedroom stock, processing student applications and allocations and supporting the smooth allocation of rooms to conference and event customers.

### Main Duties

- Managing student bedroom applications, allocations and offers so as to ensure a good student experience as well as to minimise voids.
- Supporting the College conference and events activities so as to make best use of the accommodation facilities.
- Ensuring that the College and its students and guests are fully compliant with the UUK Accommodation practice, relevant legislation, and internal processes and procedures.
- Proactively supporting sustainability initiatives, working collaboratively with others across the College and contributing to the development of policies and strategies.

The Accommodation Manager is a valued member of the Pembroke Operations team, interacting with students, staff and academic fellows and working closely with colleagues from across the College.

The position occasionally requires working outside of normal office hours, particularly around the beginning and end of tenancy periods and in peak conference season.

### About Pembroke and its Accommodation Services

Founded in 1624, Pembroke College Oxford is part of the University of Oxford. It is a friendly College with a community feel, home to approximately 50 Fellows, 200 academic and non-academic staff, 300 graduate students and 360+ undergraduates. It is based on a historic site in the city centre. It also has a purpose-built student accommodation called 'The Sir Geoffrey Arthur Building' (the 'GAB') a short walk away beside the River Thames.

The College's 482 bedrooms are situated primarily on Main Site and the GAB. Undergraduate Freshers bedrooms on Main Site are situated mainly in North Quad. The Staircases include period buildings alongside the more modern Staircase 12 and the MacMillan Building; offering a mixture of en-suite bedrooms and bedrooms with basins and shared bathroom facilities. The Main Site also offers several new buildings which house en-suite bedrooms and flats with kitchen areas which serve as communal spaces.

The GAB offers a mixture of flats, en-suite bedrooms and bedrooms with basins and shared bathroom facilities. There are kitchens in each Staircase and a large common room and music room.

Accommodation Services is one of the professional service departments within the Operational Bursary. It is committed to providing students with an excellent service and works alongside, and in support of, the College's academic departments and other professional services, to make sure every student gets the support, information and advice they need to fully engage with the College, the wider community and their peers.

## **Responsibilities**

*Manage student bedroom applications, allocations and offers so as to ensure a smooth student experience and to minimise voids.*

- Manage the allocation of student rooms including the annual room ballot, efficiently processing student applications in line with agreed procedures.
- Liaise with colleagues across the College in order to effectively manage the bedroom stock, accommodating as many students as possible, taking into account individual student needs.
- Inform colleagues and students about applications, availability, transfers (room swaps) and vacancies/voids.
- Support the finance team to collect student accommodation rents, as appropriate.
- Manage the Accommodation Inbox, replying to day-to-day queries promptly and with empathy and clarity.
- Keep the booking software up-to-date and provide statistics on usage and vacancies as well as managing and recognising trends in numbers and highlighting areas of concern and/or success.

*Support College conferences and events*

- Manage the college guest rooms during term time, working closely with the events team.
- Create opportunities to support external and internal event bookings by managing the student occupancy throughout the year.
- Identify opportunities to improve the accommodation facilities for both students and guests.
- Work with the housekeeping and maintenance teams to ensure smooth bedroom turn-arounds and that cleaning and maintenance checks have not been missed.

*Ensure that the College and its students and guests are fully compliant with the UUK Accommodation practice, relevant legislation and internal processes and procedures*

- Ensure adherence to the UUK Code of Practice for Student Accommodation and support any relevant audits in relation to this Code.
- Issue license agreements to students, ensure they are signed in a timely way and monitor compliance, taking prompt action as required.
- Act in accordance with appropriate legislation with regard to Housing Law and Data Protection.
- Be mindful of student wellbeing and welfare issues, seeking to find solutions within current College policies and procedures.
- Adhere to relevant College policies and procedures, particularly in areas such as fire safety, security and supervision, which may affect the running of the service.

*Proactively support sustainability initiatives, working collaboratively with others across the College,*

- Improve student awareness of appropriate waste management across the College, particularly in Staircases.
- Encourage students to consider alternative travel to and from College over vacation periods.
- Promote energy conservation, encouraging students to take proactive measures to reduce energy use.
- Contribute to the development of policies and procedures and strategies within the department.
- Proactively advance Equality and Diversity.
- At all times, maintain a safe working environment by participating in training as necessary and following the College's Health and Safety Codes of Practice and Policy.
- Undertake any other duties as may reasonably be expected of you.

## Person Specification

Essential - minimum essential requirements for the post.

Desirable - additional attributes which would enable the applicant to perform the role more effectively with little or no training. They are not essential, but may be used to distinguish between applicants.

The Category column indicates the method of assessment:

**A = Application form    C = Certificate T = Test    I = Interview    R = Reference**

	<b>Essential</b>	<b>Desirable Qualifications</b>	<b>Category</b>
Qualifications	<ul style="list-style-type: none"> <li>• A Degree or equivalent, or relevant professional experience</li> </ul>	Membership of appropriately related professional association/s	A,C,R
Experience	<ul style="list-style-type: none"> <li>• Experience of providing advice/guidance on student accommodation matters, including the administrative tasks associated</li> <li>• Previous experience of working with bookings systems (for example in the hospitality industry; HE institution)</li> <li>• Experience of collating and managing data and supplying associated management reports</li> <li>• Experience of working with customers or corporate partners in order to offer excellent customer service and professionalism</li> <li>• Experience of working in Higher Education, or similar organisation</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience of working with Kx systems</li> </ul> <p>Experience of managing accommodation within a University of Oxford College</p>	A,R,I,T
Experience	<ul style="list-style-type: none"> <li>• Demonstrable experience in prioritisation of workload with a measured and prompt approach to decision-making</li> </ul>		
Knowledge	<ul style="list-style-type: none"> <li>• Knowledge of the Codes of Practice for student accommodation and ensuring actions and activities with students are in keeping with the Codes</li> <li>• Knowledge of support mechanisms for students, both internally and externally to the university, in order to promote wellbeing in university accommodation</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Kx Student and Kx Residential</li> <li>• Knowledge of University Rooms and other accommodation selling platforms</li> </ul>	A,I,R

Skills	<ul style="list-style-type: none"> <li>• Excellent spoken and written English communication</li> <li>• Excellent communication, interpersonal and negotiation skills</li> <li>• Ability to remain calm and professional in very different and challenging situations</li> <li>• A clear, strong understanding and commitment to customer care, equal opportunities, diversity and inclusions, confidentiality and professional boundaries.</li> <li>• Ability to work independently as well as within a team and to have experience of influencing and negotiations in order to reach outcomes.</li> <li>• To have a flexible approach to work and to be adaptable in relation to demands of the service, including open days, applicant days, periods of heightened workload</li> <li>• To be reliable and punctual</li> <li>• To have the ability to apply a high degree of discretion and diplomacy to scenarios</li> <li>• Empathetic</li> <li>• Customer-focussed</li> <li>• Ability to work independently and as part of a team</li> <li>• Flexible attitude, and the ability to be 'hands-on'</li> <li>• Organised and able to prioritise and manage time</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to understand and value the academic purposes of the college and to gain the confidence of and relate to the academic staff</li> </ul>	A,I,R
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