



Accommodation Manager

Job Description

Reporting to the Director of Operations, the Accommodation Manager is the first point of contact in the Accommodation Office and is responsible for the day-to-day operation and administration of the accommodation office. Weekend and evening work may be required at the start and end of term or peak times.

Main Responsibilities

- Proactively and in line with the Accommodation Code of Practice (ACoP) manage the College's accommodation stock and office functions, including room allocations and issuing of contracts for students, staff, and commercial bookings whilst adhering to College's policies and procedures.
- Play a key role in enhancing the student experience by ensuring efficient, friendly, and supportive accommodation services.
- Track and evaluate accommodation performance data to support informed decision-making and drive operational efficiency.
- Responsible for analysing reservation booking data, optimising occupancy levels through patterns and demand as well as identify areas for improvement to support Colleges financial, operational and strategic goals.
- Advise on and ensure adherence to college policies related to accommodation, providing guidance to students and staff as needed.
- Design, develop and deliver process improvements for all areas of the accommodation office.
- Resolve problems, issues and complaints relating to accommodation as necessary.
- Ensure good relations with stakeholders across the College, working with other departments to resolve complaints and or unforeseen issues.
- Ensure that all statutory health and safety considerations are met, including conducting risk assessments where necessary.
- Manage and keep a record of all the accommodation inventory, ordering of furniture, and ensuring the rooms are correctly equipped for students.
- Operate the key fob (Salto) system and perform any other administrative tasks for the accommodation office.
- To carry out any other reasonable duties as requested by the Director of Operations.

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.
- Work with the IT Team (SOCIT) and the Porters Lodge, to keep up to date update and manage the SALTO card key software.

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.
- 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.

Selection Criteria / Person Specification

Essential

- Proven experience in managing student, staff, or guest accommodation services.
- Strong administrative skills, including data analysis and process improvement.
- Track record of delivering high-level customer service.
- Demonstrate ability to handle enquiries and complaints in a calm, professional and solution-focused manner.
- Confidence in managing challenging and conflicting situations while maintaining positive relationships with all stakeholders.
- Ability to work self-sufficiently, showing initiative and confidence in managing day-to day challenges.
- Excellent organisational skills and attention to detail, including the ability to prioritise, work to deadlines, and analyse/understand complex situations quickly.
- Clear, professional communication skills; confident in explaining policies and resolving conflicts.
- Excellent IT skills, including a high level of competence in using different booking databases.
- Be able to work independently in arranging and managing a varied workload and prioritising, with minimum supervision, taking personal responsibility for achieving deadlines.
- High level of accuracy when handling data, contracts, inventories, and correspondence.
- Experience of working on confidential matters; tact and discretion.

Desirable

- Experience of developing service schedules to ensure high standards of accommodation are improved and implemented.
- Experience in dealing with CRM system, such as Kinetics.
- Working in Higher Education customer facing roles.
- Knowledge of the regulatory context for student residential operations including health and safety.