Job Description: Accommodation Officer, Bursary

The College uses a tailor-made Rooms Database that is relied upon to show an accurate record of room allocation at all times and as far as is known in to the future. Front of House rely on this system to tell them when residents and visitors are coming and going; it sets out for Housekeeping which rooms need to be serviced and when; areas taken out for maintenance must be clearly identified. The rent associated with bookings made for students is interfaced automatically onto students’ bills. In order for the Conference Office to maximise revenue from residential bookings and ad-hoc lets, it is vitally important to have clarity on the availability of vacant rooms. Maintenance and effective use of this database is therefore a key responsibility.

Based in the Bursary, the Accommodation Officer is intended to be the first point of contact for students having any issues regarding their rooms, such as requests for room changes, special furniture requirements or repairs. It will be the Accommodation Officer’s responsibility to liaise with other members of staff to resolve issues, referring decisions on major issues to the Fellow for Rooms, and to communicate back to the students on how the matter is being dealt with.

For the better performance of the job, the post holder will be expected to become very familiar with the College’s room stock and, in conjunction with staff from the Maintenance department, to carry out regular inspections on the condition of the rooms and flats.

In addition to approximately 500 student rooms, the College has about 15 flats, all close to the main site, reserved for students with dependents and Fellows. The Accommodation Officer is responsible for handling enquiries for flats, showing round prospective tenants, preparation and maintenance of lease documentation and Guides for Tenants, inspections, inventories and meter readings at the start and end of each let.

Conference income is vitally important to the College in supporting its main charitable business of education. Close working with the Conference Office is therefore a high priority and the Accommodation Officer is expected to give advice on the rooms available for conference use, normally outside of the Fixed Period of Residence (FPR). Rooms need to be allocated to conferences in the best way possible: maximising use of vacant space whilst taking into consideration the requirements and expectations of the customer and operational constraints of the College, notably the requirements of the Admissions and outreach team.

The Accommodation Officer is a member of the Bursary team and may be required to take on other tasks to assist with the general workload of this department. Similarly, other members of the Bursary team will assist and cover for the Accommodation Officer as and when this is appropriate. Good team working within the department and with colleagues in other departments is therefore essential.
Bursary Structure:

Person Specification:

The post necessarily involves numerous daily communications with students, Fellows, conference and other guests and other members of staff and therefore good people skills are essential. The ability to manage these interactions effectively and appropriately, keep track of all open issues and matters to be followed up on is an important characteristic. Strong organisational and time management skills are essential. An ability to problem solve or come up with a range of solutions to any given problem is essential.

Attention to detail and a conscientious approach is vitally important, particularly in maintaining the Rooms Database and ensuring charges for guest rooms and ad hoc lets are entered on to the system at the correct rates. The successful applicant will be able to demonstrate a high degree of computer literacy and be very familiar with the use of Microsoft Excel and Word. The post-holder must be able to communicate in English with people confidently and effectively, both verbally and in writing. Previous experience in a similar role is desirable. All applicants must meet the requirement of 5 A*-C GCSE (or equivalent) grades, including English Language and Maths.

Terms and Conditions:

- Salary of £23,891 p.a. (point 21 of the College scale). Salaries are reviewed annually on 1st August.
- 35 hours per week, 5 days per week. Daily hours of work may be flexible. There may be a very few occasions during the year when it will be desirable for the post holder to come in to work for part of a weekend or to stay on at work until the early evening (circa 6pm).
- On site car parking.
- 25 days holiday per annum (plus bank holidays).
- Free lunch 5 days a week in the College cafeteria.
- Contributory Final Salary occupational pension scheme or NEST.
- Subsidised private health insurance.
- Free healthcare cashback plan.
- Free use of the College gym.

This appointment is subject to receipt of two satisfactory references, evidence of eligibility to work in the UK, a basic disclosure from the Disclosure & Barring Service and a probationary period of 6 months.