

Job Description

Job Title:	Student Accommodation Officer
School/Service:	Student Services - Accommodation
Grade:	F
Responsible to:	Accommodation Services Manager
Job Purpose: To assist in securing a supply of good quality private accommodation to meet the demands of UCLan students in Burnley. To inspect properties to ensure that landlord properties meet the standards of the UCLan private landlord registration scheme. To assist students to source accommodation that meets their needs and expectations and therefore provides the best possible student living experience.	
Main Duties and Responsibilities:	
1. To ensure there is a plentiful supply of good quality, affordable, private registered accommodation available to UCLan students and that this meets all the requirements of the University's registration scheme, and that all properties are re-inspected periodically. Records to be kept in accordance with agreed procedures and that any compliance issues are dealt with and resolved within an appropriate timescale.	
2. To assist all students who require private accommodation to find somewhere suitable to live and deal with queries from students relating to accommodation and to offer appropriate advice and guidance.	
3. To assist in resolving student wellbeing issues that arise, including prompt signposting to professional support staff in Student Services.	
4. To maintain and update the Studentpad website on a regular basis to ensure that information is accurate. To be proactive in promoting Studentpad to students. To make best use of Studentpad as a way of communicating with landlords and to maximise the use of the student ratings system.	
5. To provide general advice to landlords and to students about renting accommodation.	
6. To assist with new landlord registrations as required and enquiries from prospective landlords. To keep accurate and up-to-date records of all details relating to landlord registrations in accordance with agreed procedures.	
7. To hold focus groups with students to determine student needs and preferences for accommodation in Burnley.	
8. To respond to complaints relating to private accommodation from students, parents, landlords and the general public and to resolve/advise as appropriate, and observing data protection at all times. These to be dealt with in accordance with the University Complaints Procedure where appropriate. To keep accurate and detailed records of all complaints received in accordance with agreed procedures.	
9. Where a complaint is received about a private registered property or landlord, to investigate the complaint and to make recommendations to the Accommodation Services Manager if suspension or removal from the scheme may be appropriate.	
10. To provide accurate statistical information relating to the demand and supply of private accommodation, and to produce other relevant statistics regarding private accommodation as required.	
11. To assist in marketing and induction activities organised by the Service. Active participation in Open and Applicant Days, Welcome Weekend, and other important University events.	

12. To be up to date and maintain knowledge of housing legislation in relation to student housing and Houses in Multiple Occupancy.

13. To liaise with the local council and fire service for any housing related issues when relevant to do so.

14. To work as part of the wider accommodation team, covering absences and assisting in other areas as required. To take leave by mutual agreement with the Accommodation Services Manager and in line with the needs of maintaining an effective student service.

15. To undertake any other duties commensurate with the grade.

Signed:

Date:

Person Specification

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Attributes	Essential	Desirable	Measured By
Work Experience	Significant experience of working in a housing/residential environment, resolving issues, including contractual issues.	Working in a student accommodation environment.	Application Form, Interview, Test
	Experience of delivering high levels of customer service	Customer Services training	Application Form, Interview
Education/Qualifications	Degree or professional qualification or equivalent level of experiential learning.	Housing management qualification	Application Form
	Current clean driving licence		Licence check
Skills/Abilities	Empathy with students or customers		Application Form, Interview
	Excellent communication skills (verbal and written) with an ability to utilise the latest technological methods wherever possible.		Application Form, Interview, Test
	Proven IT skills, including the use of Microsoft Office software in daily activities, and the ability to work confidently with spreadsheets and databases in order to produce statistical data for reports.		Application Form, Interview, Test
	Practically minded with attention to detail and strong organisational skills. Enthusiasm to complete tasks and an ability to set priorities and meet deadlines.		Application Form, Interview, Test

	Excellent interpersonal, negotiation and conflict resolution skills. Understanding of confidentiality issues.		Application Form, Interview
	Self-motivated with the ability to use own initiative when appropriate to resolve many day-to day-issues. Ability to work independently		Application Form, Interview
	Resilience under pressure with the flexibility to adapt to varying work demands and customer requirements.		Application Form, Interview
	Smart appearance, customer-orientated with friendly and helpful personality. Good team working skills with a positive and professional approach to work		Application Form, Interview
Other	An understanding of and demonstrable commitment to the University's Values of Common Sense, Compassion, Teamwork, Attention to Detail, and Trust as a framework for decisions, actions and behaviours+		
		Possessing a good knowledge of the Burnley area	