



**JOB DESCRIPTION/PERSON
SPECIFICATION**

Job Title:	Accommodation Officer
Responsible to:	Group Director of Estates
Responsible for:	N/A

1.	Job Purpose:
1.1	<p>To deliver a quality accommodation and support service appropriate to the needs of all learners at the Grimsby Institute, both on or off campus at any time of the day or night including weekends and holidays.</p> <p>To supervise allocation, publicity, placements and overall support and administration for all Halls of Residence, and provide a support service for off campus accommodation.</p> <p>To support the college's Every Learner Matters, Healthy College, Equality and Diversity and Safeguarding strategies by delivering a range of interventions to address these themes</p> <p>To provide access to counselling, advisory and other appropriate support services for students</p> <p>To act as Safeguarding Representative to students in the Halls of Residence</p> <p>Provide an accommodation service to overseas long and short stay students.</p>

2.	Key Responsibilities:
2.1	Review and develop policies in relation to accommodation of students in conjunction with other service areas of Grimsby Institute.
2.2	Work with the International Office, HE Heads of Service and other staff to ensure a responsive and differentiated service to all learners.
2.3	Act as the lead in the asset management and purchasing of furniture for the whole Group
2.4	Manage the Health and Safety Action Plan including ensuring that repairs and housekeeping are timely and of a high standard.
2.5	Monitor learner satisfaction in relation to accommodation on and off campus and to act as a central focus for communication for the users of the services.

2.6	Monitor, evaluate and review service delivery taking into account learner feedback and external factors e.g. student finance.
2.7	Work with the learners, staff and others as appropriate to achieve standards and values acceptable to the Institute and the wider community.
2.8	Maintain manual and computerised records for on and off campus duties.
2.9	To attend all call-outs to pastoral issues with residents at nights, evenings, weekends and holidays, including bank holidays, on a rotational basis with other post-holder.

3.	Specific Duties:
3.1	Publicise information relating to accommodation policies and procedures, ensuring institutional documentation (e.g. prospectus, Student Handbook) and web based information accurately reflects student accommodation services.
3.2	Allocate places to home and international students.
3.3	Induct all students arriving in the Halls, particularly in Health and Safety matters.
3.4	Assist in the preparation and presentation of accommodation talks on Open / Visit Days.
3.5	Support the administration of comprehensive computerised data for records, information and monitoring of Accommodation Hall Fees.
3.6	Liaise with Facilities Management as appropriate and carry out risk assessments on all halls of residence, on a termly basis, to ensure Institution is fully compliant with COP HIMO regulations.
3.7	Liaise with Security and Facilities Management to ensure the effective management of keys and security passes.
3.8	Develop and manage on-line database for halls applications.
3.9	Assist with the arrangements to manage and recover student hall fees and accommodation debt, liaising with Academic Registry and Finance Department as appropriate.
3.10	Develop systems for the effective daily reporting of physical damage together with the production of regular monitoring reports.
3.11	Progress disciplinary procedures arising from student indiscipline, liaising with appropriate staff.
3.12	Liaise with Senior Resident staff members in order to provide accurate and relevant information.
3.13	Respond to enquiries and / or complaints from students and staff on residential matters.
3.14	Contribute to the preparation of relevant, publicity, statistics and reports for the Head of Learner journey as requested
3.15	Compile and regulate an approved list of off campus property owners, to agreed quality criteria, ensuring basic health and safety standards and relevant legislation are adhered to for use by

	home stay learners.
3.16	Respond to enquiries and / or complaints from property owners and local residents.
3.17	Visit properties as required.
3.18	Compile information booklets for students.
3.19	Facilitate conflict resolution between students and property owners where appropriate.
3.20	Lead responsibility for recording and monitoring the accommodation complaints database.
3.21	Lead responsibility for liaising with key external agencies
3.22	Liaise with teaching or other support team staff behalf of students
3.23	Liaise with external agencies and professionals on behalf of students
3.24	Where appropriate and with consent, liaise with parents/carers.

4.	Budget Responsibility:
4.1	The post has no specific budget responsibility other than the general requirement to ensure that any spending they are responsible for is undertaken in accordance with the Group's purchasing and financial regulations .

5.	Continuing Professional Development:
5.1	The post holder will proactively take part in the Group Appraisal process and will appraise any staff they are responsible for.
5.2	The post holder must undertake all training deemed mandatory by the Group (e.g. Safeguarding, Equality and Diversity and Health and Safety) and will be expected to attend all other relevant training and continuous professional development events. They are responsible for their own professional updating

6.	Health and Safety:
6.1	<p>The post holder will be required:</p> <ul style="list-style-type: none"> • To take reasonable care to safeguard their own safety and that of others with whom they work; • To cooperate with designated officers named by the Governors and/or the Principal and any other designated Institute manager to enable the Institute to comply with its obligations under Health and Safety legislation. • Not to interfere with or to misuse anything provided in the interests of health and safety or welfare. • To report immediately any defects in plant, equipment or the environment

7.	Equality and Diversity:
7.1	The Group is committed to the provision of equal opportunities and strives to ensure that unfair discrimination does not occur. All employees have a duty to ensure unfair discrimination does not occur and to support the implementation of the Institute Groups' Equality policy as appropriate.

8.	Safeguarding Children and Vulnerable Adults:
8.1	The Group recognises that it has a statutory and moral duty towards safeguarding the welfare of children, young people and, if appropriate, vulnerable adults who participate in any Institute group activities and expects all staff to share this commitment. All safeguarding mandatory training and updating must be undertaken (see 5.2)

9.	Group Policies and Procedures:
9.1	All staff are required to be aware of and comply with all Group Policies and Procedures which are accessed via the Virtual Learning Environment.

Note

This job description is current as at the date of your appointment. In discussion with your line manager your post description may be varied at any time to reflect or anticipate changes in or to the post and you may be required to undertake other duties commensurate with the grade of your post.

Please see following page for Person Specification

Qualities	Specific Requirements	E	D
Qualifications and Training	Educated to degree level or equivalent	E	
	GCSE Grade A – C, GCSE 9 -4 or Level 2 in English and Maths	E	
	Evidence of continuous professional development	E	
Specialist Knowledge	Up to date knowledge of latest developments in the issues around residential accommodation	E	
	Knowledge of Health and Safety and other legal requirements	E	
	Knowledge of learner social activities	E	
	Understanding of the role of the service in supporting wider Institute objectives	E	
Experience	Proven experience of working within a housing/educational environment	E	
	Experience of dealing with budgets and finance	E	
	Experience of advocacy and mediation with young people/learners		D
	Experience of working in accommodation in public/private sector		D
	Experience of team working	E	
	Experience of using solution focused methods when working with learners	E	
Skills and Attributes	Ability to generate a range of reports to satisfy senior management	E	
	Ability to carry out assessments e.g. for students at risk	E	
	Ability to keep and maintain accurate and confidential records	E	
	Ability to work flexibly to meet service demands	E	
	Excellent interpersonal skills and the ability to build and maintain relationships with a range of internal and external colleagues	E	
Other	DBS check carried out on appointment	E	

Qualities identified and determined by:

E = Essential

D = Desirable