
ACCOMMODATION OFFICER



School/Department:	Student Life, Accommodation Department
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Grade:	6
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Reports to:	Senior Accommodation Manager
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Responsible for:	Indirect Reports: Student Wardens
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Job Summary and Purpose:

The Accommodation Officer is part of the Accommodation team and supports the delivery of accommodation services across the University's owned, leased and partner accommodation portfolio. The team forms part of Student Life, which serves to provide a comprehensive and effective service across the student journey, enabling individuals to realise their potential.

Working under the guidance of the Senior Accommodation Manager, the postholder is responsible for supporting the day-to-day operation of accommodation services, helping to ensure students have access to safe, well-managed and supportive living environments. The role includes accommodation allocations, resident support, property inspections, contract administration, student conduct matters and liaison with internal and external stakeholders.

The postholder will work collaboratively with colleagues across Student Life, Estates & Facilities and external accommodation providers to maintain high standards of service delivery, support resident wellbeing and contribute to a positive student residential experience.

01 MAIN DUTIES

- This professional role will encompass all of the following, but the balance of duties and responsibilities will be determined in agreement with your line manager and the principles of the stated job purpose.
 - Lead the day-to-day delivery of accommodation services for the designated campus, ensuring a safe, compliant and student-focused residential environment across University-owned, leased and partner accommodation.
 - Coordinate accommodation allocation processes, applying University policies and procedures to ensure rooms are allocated fairly and appropriately, including consideration
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of student wellbeing, accessibility and individual requirements.

- Conduct accommodation inspections and monitor standards across the accommodation portfolio, ensuring compliance with relevant legislation, health and safety requirements, tenancy agreements and the Universities UK Code of Practice.
- Work collaboratively with Estates & Facilities, landlords, contractors and accommodation providers to ensure maintenance, cleaning, security and related services are delivered effectively and that accommodation issues are resolved in a timely manner.
- Provide advice, guidance and support to students on accommodation-related matters, helping to resolve concerns, manage expectations and promote a positive residential experience.
- Manage a range of accommodation-related casework, including complaints, disputes, conduct matters and welfare concerns, applying University procedures and escalating complex or high-risk cases where appropriate.
- Support students requiring reasonable adjustments or specialist accommodation arrangements, working closely with Wellbeing and Disability colleagues and other stakeholders to ensure appropriate support is in place.
- Monitor occupancy levels, room availability and accommodation data, maintaining accurate records and contributing to reporting, planning and service improvement activities.
- Support the management of accommodation contracts, residence fee processes, void management and associated administrative activities, helping to maximise occupancy and minimise financial risk.
- Coordinate and support the recruitment, training and day-to-day activities of Student Wardens, helping to promote a safe, welcoming and inclusive residential community.
- Support the delivery of summer accommodation, conferences and other non-term-time accommodation activities, ensuring accommodation is prepared and operational requirements are met.
- Work collaboratively with colleagues across Student Life, Academic Schools and Professional Services to ensure students benefit from a joined-up and holistic approach to support.
- Support the University's sustainability objectives and the requirements of the Universities UK Code of Practice by promoting waste reduction, energy efficiency and sustainable resource management within residential environments, working collaboratively with colleagues and partners to drive continuous improvement in environmental performance and support the University's commitment to achieving Net Zero.
- Contribute to the review and continuous improvement of accommodation processes, guidance materials and service delivery, promoting best practice and a positive student experience.
- Deputise for the Senior Accommodation Manager when appropriate, representing Accommodation Services internally and supporting the delivery of a high-quality, efficient and professional service.
- Participate as directed in University set pieces such as Open Days, Applicant Days and Graduation Ceremonies, representing the Accommodation team and student experience at UCA as and when required

02 DUTIES OF ALL STAFF

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- 2.1 To undertake such other duties as are within the scope and spirit of the job purpose, the job title, and the grade.
 - 2.2 Maintain and promote health, safety & wellbeing awareness and commitment within the framework of the University's Health, Safety & Wellbeing policy.
 - 2.3 Take responsibility for health and safety of yourself and others in carrying out the duties of the role.
 - 2.4 To promote equality, diversity and inclusion in your performance of your duties.
 - 2.5 Undertake any other work and hours of work as required to commensurate with the level and responsibility of the post.
 - 2.6 To actively participate in learning and development to meet the requirements of your role and the University.

03 SELECTION MATRIX

	Essential	Desirable	Used to shortlist
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Qualifications

1	GCSE grade C or above in English and Maths or equivalent	x	x
2	Ability to use and apply basic office software packages to support an effective administrative function.	x	x

Knowledge & Experience

3	Experience within an accommodation provider environment		x
4	Demonstrates accuracy and the ability to process (input, store and retrieve) information in a way that promotes ease of use by others.	x	
5	An ability to assess and problem solve and demonstrate an ability to handle sensitive information.	x	
6	Demonstrate an ability to successfully resolve customer queries	x	
7	Demonstrate effective communication skill	x	x

Personal Attributes and Behaviours

8	Ability to work and maintain effective working relationships in a supportive role within a team, collaborating with colleagues.	x	x
9	Ability to deliver a customer focused service	x	
10	Ability to support out of hours supervisory standby duties.		x
11	Ability to work irregular hours may be required to be worked from time to time according to organisational needs	x	x

12	Demonstrate ability to work independently, under pressure with conflicting priorities and to deadlines
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Does the role require a DBS? Yes/ NO