

## Job Description

<b>Job title</b>	Housing Officer
<b>School / department</b>	Accommodation Services Department
<b>Grade</b>	4
<b>Line manager</b>	Accommodation Operations Manager
<b>Responsible for (direct reports)</b>	N/A
<b>Date of creation or review</b>	03/04/2025

### Main purpose of the job

To assist in the day-to-day operation of the University Accommodation Services Department. To provide excellent customer service and tenancy management services to students living in third-party student accommodation, prospective student tenants and to those seeking accommodation in the privately rented sector.

To provide administrative and process support to ensure the effective and efficient operation of the department and to liaise with colleagues across the University to deliver the best possible service to students.

### Key areas of responsibility

1. To support Accommodation Services with administrative tasks including:
  - a. Issuing and managing new license agreements;
  - b. Maintaining information on appropriate systems;
  - c. Maintaining information on maintenance tracker and chasing jobs until completion;
  - d. Arranging and managing agreements with private landlords.
2. Acting as the first point of contact for Student resident enquiries, via telephone, email and in person:
  - a. Helping students to book accommodation;
  - b. Answering enquiries from prospective residents;
  - c. Answering enquiries from existing residents;
  - d. Responding to General Inbox enquiries.
3. Liaising with the University Finance Department to track and monitor payments, payment plans, discounts, credits and refunds against student accommodation accounts in collaboration with Student Services and Student Experience.
4. Supporting the Accommodation Manager with investigating instances of anti-social behaviour at UWL nominated sites. Including, but not limited to, attending disciplinary hearings, meetings with accommodation provider site teams and Student Services / Student Experience.
5. Carry out regular property inspections for all managed sites and keep records of condition, issues and communications.
6. Issue relevant notices to students in accordance with the license agreement.

7. Responding to residents' complaints or concerns.
8. Assist Students with finding support from internal colleagues such as Welfare, Student Advice and the Students' Union when required.
9. Participate in all open days and recruitment or other relevant events as required. Support the Marketing Department by providing the most up to date information for each accommodation site.
10. Actively present UWL accommodation services, sites and offers to UWL schools and departments and potential students.
11. Support the Accommodation Management Team with the arrival and departure process, including attending major check-in dates, departure dates and ad-hoc moves as required.
12. Support the Accommodation Management team at Accommodation Drop-in sessions at all partnered accommodation sites.
13. Work in partnership with the West London Venues team for summer school programme and commercial activities.
14. Have up to date knowledge of current Housing Regulations and emerging trends in student accommodation demand.
15. Ensure an effective and excellent standard of service is always provided to the university community.
16. Being available to respond out of hours in case of an emergency.
17. To attend meetings with partners and stakeholders and to administer, organise and minute meetings when required.
18. Allocating students as per applications.
19. To work in accordance with UWL's equality and diversity policies.

In addition to the above areas of responsibility the post-holder may be required to undertake any other reasonable duties relating to the broad scope of the position, commensurate with the post, and in support of the University.

### Dimensions / background information

This role will be based in the Accommodation Services Department, which reports to the Pro Vice Chancellor Property, Accommodation & Sustainability. The key focus of this role is providing a high level of support to students, residents, internal departments, a range of academic colleagues across the University and our key external partners to ensure our relationships work well and the University runs a viable accommodation service.

The Accommodation Services Team act as a student facing team who help students find accommodation from Purpose Built Student Accommodation providers or Private Landlords by entering into nominations agreements, leases or licenses for third party sites that meet the standards required by the University.

As support may be needed outside of normal working hours the post holder will be required to work in a flexible way (including some weekend and evening work). The peak hours for this role will be July-October.

## Person Specification

	Criteria	Essential or Desirable <sup>1</sup>	Demonstrated <sup>2</sup>		
			Application	Interview	Test / Exercise
<b>Qualifications and/or membership of prof. bodies</b>	Educated to degree level or have demonstrable equivalent work experience.	Essential	x	x	
<b>Knowledge and experience</b>	Experience of student accommodation or private property management.	Essential	x	x	
	Understanding of cross-cultural awareness working in a diverse community.	Essential	x	x	
	A thorough understanding of equal opportunities and customer care, gained through work experience in higher or further education.	Essential	x	x	
	Experience of planning and prioritising operational activities.	Essential	x	x	
	Knowledge of higher and further education sector relating to students.	Desirable	x	x	
	Experience in financial matters.	Desirable	x	x	
	Experience of analysing data.	Desirable	x	x	
	Ability to respond quickly to changes in legislation and regulations.	Desirable	x	x	
<b>Specific skills to the job</b>	Ability to identify problems and initiate solutions.	Essential	x	x	
	Ability to work within a team effectively.	Essential	x	x	
	Ability and willingness to learn new systems and skills and disseminate where appropriate.	Essential	x	x	
	Ability to show attention to detail and produce work and documentation of high quality.	Essential	x	x	
	Computer literate with Windows-based products as communication and management tools.	Essential	x	x	
	Intermediate knowledge of Microsoft Excel.	Essential	x	x	

<b>General skills</b>	Excellent interpersonal, communication and customer service skills.	Essential	x	x	
	Ability to work under pressure and meet tight deadlines.	Essential	x	x	
	Self-motivated, with a flexible approach to work.	Essential	x	x	
	Excellent problem-solving ability and analytical skills.	Essential	x	x	

**Disclosure and Barring Scheme** Is a DBS Check required: ☒ DBS (This post requires a standard DBS check)

Before making a selection, please refer to the University's [Disclosure and Barring Checks Guidance for Staff](#) and [Criminal Convictions, Disclosures and Barring Staff Policy and Procedure](#). If a DBS check is required for the role, a **Check Approval Form** will need to be completed.

<sup>1</sup>**Essential Criteria** are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

**Desirable Criteria** are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements, to determine which applicants to shortlist.

<sup>2</sup>**Demonstration:** Select the Recruitment Process stage at which the candidates will have to demonstrate that they meet the criteria. Criteria which have to be demonstrated at application stage should be mentioned in the Recruitment Information Pack as Pre-Selection/Killer Questions, Shortlisting Questions or Shortlisting Criteria. Other criteria should be evaluated and tested at interview stage (e.g. through interview questions) or through additional tests, exercises or presentations. Criteria can (and should) be demonstrated at multiple stages.