

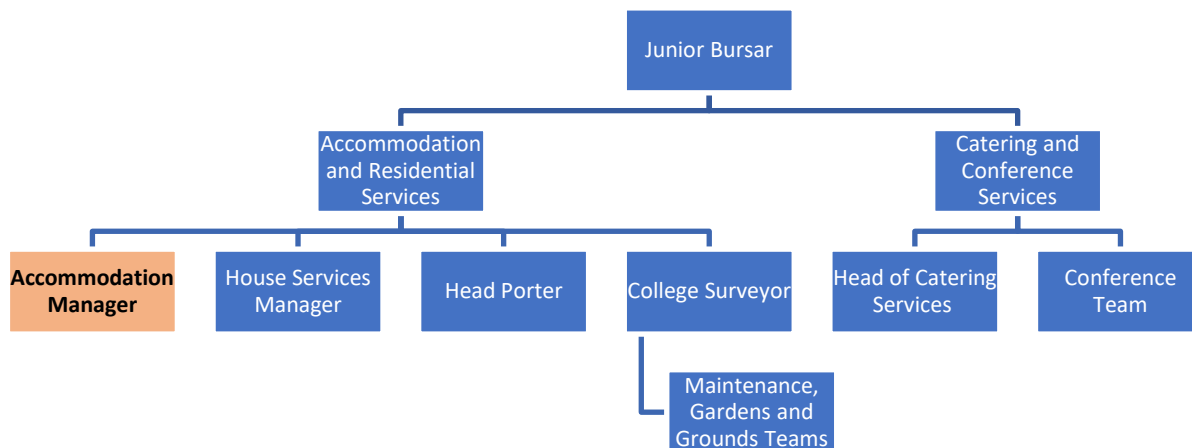
## JOB DESCRIPTION

### Accommodation Manager (Maternity Cover)

#### College Background

Since its foundation in 1869, Girton College has led the way in educational empowerment. The College was founded as the UK's first residential institution for the higher education of women and was part of an unstoppable global movement for full participation of women in political, professional and scholarly life. Girton has been fully mixed since 1979 and remains an inclusive, diverse, and supportive community that strives for excellence. The College has a long history of working to open access to a world class education for under-represented communities.

Girton is a relaxed, friendly and close-knit college set in 50 acres of spectacular grounds that provides a stimulating environment for its students, staff and Fellows. The College offers a holistic educational experience that combines academic rigour with a vibrant social scene as well as excellent welfare provision. It has some 120 Fellows in all, around 80 of whom are fully involved in day-to-day governance, teaching and research. In addition, the College depends on the hard work of over 175 administrative and operational staff who ensure the smooth running of Girton's buildings, services and its estate. Currently, the student community comprises 537 undergraduates and 330 postgraduates.



#### Purpose of Job

The Accommodation Manager has overall administrative responsibility for Girton's Accommodation services including a 325-bed development at Swirles Court on the Eddington Site. Provides a customer-focused and proactive point of contact for all accommodation issues and enquiries.

Responsible for the administration and management of all aspects of the accommodation service, including marketing, allocation, tenancies, invoicing, compliance, reports, and records. Housing is managed in line with the ANUK National Code for the management of student housing [Download.ashx \(nationalcode.org\)](https://www.nationalcode.org)

Works collaboratively with the student residential team to ensure a positive and professionally managed residential experience for all members, students, visitors, and guests.

## Role Duties and Responsibilities

### Marketing

Responsible for all accommodation marketing including

- updating web content and brochures including where necessary coordinating photography
- collation of statistics and FAQs to guide future marketing
- other marketing initiatives as agreed with the Junior Bursar

### Enquiry Point

First and ongoing point of contact for housing issues and enquiries so that all enquiries are answered same or next day.

### Applications

Provide, process and update housing application/booking forms, including on-line forms, and in compliance with Girton's equality and diversity policies and the law. The accommodation service must be inclusive, with proactive attention to the needs of tenants with disabilities.

### Allocation

Advise on, notify, and implement the fair allocation and booking of rooms to all sectors of the College community and external visitors, including:

- Flats, Day Rooms, and Offices, including shares, for Fellows
- Study bedrooms for undergraduate and graduate students
- Offices for Staff
- Residential lets for conference delegates and guests
- Staff tied and emergency accommodation

Ensure that property details and contractual terms including fees and charges are reported accurately to prospective tenants and residential visitors. Undergraduate accommodation is allocated by means of a ballot which the Accommodation Manager oversees.

Book and manage undergraduate vacation lets at Swirles Court and notify dates to the Bursary for charging.

### Availability/Occupancy

Maintain via the rooms management database (KX) up to date electronic records of room availability, including summer availability minimises voids by re-letting vacant rooms appropriately at the earliest opportunity, using the University Accommodation service, local agencies, other College and University departments.

Liaise with other Colleges when their tenants are housed in Girton accommodation and provides a continuing point of contact through the tenancy.

Keep overall occupancy rates in line with targets agreed by Council and works closely with the Maintenance Department to take advantage of the opportunity presented by term-time vacancies to carry out scheduled maintenance where it is economic to do so. If accommodation is oversubscribed, the Accommodation Office maintains and manages a waiting list.

<b>Maintenance Support</b>	Work closely with the College Surveyor to ensure that scheduled refurbishments are booked, explained and notified and in the event of a building programme delay that a viable contingency plan is in place.
<b>Room moves</b>	Organise term time room moves for a variety of reasons which may require sensitivity and absolute confidentiality.
<b>Room checks</b>	<p>Be familiar with the size, location, layout, and condition of all College rooms, carry out checks of rooms prepared for occupation and reports any issues to the Junior Bursar.</p> <p>Assist with regular room inspections, advise on inventory style and content and in the application of damage charges as appropriate.</p>
<b>Tenancies</b>	Is responsible for updating, publication and distribution of online tenancy agreements, ensuring that they are signed, and appropriate records maintained.
<b>Invoicing</b>	Ensure that all rooms are let in line with charges notified on the fees and charges web pages or the College price book as appropriate, and that dates are notified to the Bursary by means of the database.
<b>Lists &amp; Information</b>	<p>Compile and circulate lists as appropriate:</p> <ul style="list-style-type: none"><li>• Housing lists for college and local authority use</li><li>• Details of Fellows' Day rooms and offices</li><li>• Tenant arrival and leaving dates, and key sheets</li><li>• Summer vacation notices &amp; leaving checklists</li><li>• Xmas closure arrangements and Xmas resident lists</li><li>• Undergraduate residence period dates</li><li>• The Accommodation Handbook</li><li>• The Census returns</li><li>• Council tax return</li><li>• Electoral roll return</li><li>• Changes to housing lists following student intermissions, room moves etc</li><li>• Responses to University requests for information on housing, rents, tenancies</li><li>• Information as required to the Freedom of Information Officer, regarding housing, rents, and tenancies</li><li>• Housing email lists</li></ul>
<b>Fees and Charges</b>	Rents and other College charges are set by Council on the advice of the Bursar. The Accommodation Office is responsible for the timely publication of accommodation charges and may from time to time be required to advise on room grading.
<b>Tenancy References</b>	Refer tenancy reference requests to the Bursary for response in accordance with deadlines advised by ANUK.
<b>Compliance</b>	Ensure that accommodation is managed in line with the ANUK Code of Practice for larger educational establishments, with local authority housing

standards and other Health and Safety Law and good practice. Ensure that all relevant College staff are familiar with the code. Complete the triennial ANUK self-assessment questionnaire on behalf of the College, liaise with the external verifiers and make all arrangements for hosting the verification visits.

**Service Level Standards**

Work with the Junior Bursar to produce and manage accommodation service level standards, aiming for continuous improvement in tenant satisfaction.

## PERSON SPECIFICATION

Short-listing will be based on the following specification, which candidates should bear in mind when preparing their application to ensure that their application and suitability reflects the essential requirements of the role.

Qualifications and Experience	Essential	Desirable
Experienced professional administrator, with demonstrable high-level skills in Excel	✓	
Self -motivated, enthusiastic, positive, decisive, and committed to the educational ethos of the college	✓	
First class communication and coordination skills, both written and verbal	✓	
Proven skill and experience in working to a very high level of accuracy	✓	
Excellent time management	✓	
Attention to detail	✓	
Ability to prioritise, to work effectively under pressure and to meet deadlines	✓	
Confidential, sensitive to data protection issues	✓	
Skills and knowledge	Essential	Desirable
Experience of rented housing management or administration, e.g., student accommodation, housing association etc		✓
Proven experience of effective use of housing or room booking/hotel software		✓
Awareness of the law in relation to disabilities and housing		✓
Experience of implementing housing processes, such as tenancy management		✓
Experience of successful administrative project management		✓
Understanding of how housing problems can contribute to stress and loss of well-being and the ability to communicate empathetically in this situation		✓

Other Qualities	Essential	Desirable
Confident working autonomously and on own initiative with minimal supervision	✓	
Excellent interpersonal and communication skills	✓	
Self-motivated and proactive	✓	
Thorough and conscientious with attention to detail	✓	
A professional manner demonstrating confidentiality and discretion	✓	
Continuous desire to improve service provided	✓	
Creative and resourceful	✓	
Adaptable and flexible, willing to embrace change	✓	

**As an employer, we care for and look after our employees, ensuring fair and equal treatment. Any necessary adjustments will be considered to the above in keeping with the requirements of the Equality Act 2010.**

**Employment:**

<b>Salary</b>	£33,314 per annum (Girton Single Spine Point 40)
<b>Working arrangements</b>	Full time, 35 hours per week, Monday to Friday
<b>Contract term</b>	Fixed term, expected to be approximately 14 months (Maternity cover).
<b>Annual leave</b>	26 days paid holiday plus 8 public holidays.
<b>Other</b>	<p>We also offer:</p> <ul style="list-style-type: none"> <li>Workplace Pension</li> <li>Cycle to Work Scheme</li> <li>Access to Healthcare</li> <li>Gym &amp; swimming pool</li> <li>Free Staff Lunch and refreshments</li> <li>Staff discount to hold private events in College</li> <li>Local Discounts via the University</li> <li>Access to a Holiday Playscheme</li> </ul> <p><b><i>Some of the above are non-contractual</i></b></p>