Murray Edwards College
University of Cambridge

Accommodation Officer

Department:	Bursary
Line manager:	Director of Operations
Line manages:	None
Salary band:	Band 5
Hours:	37.5
Financial responsibility:	N/A
DBS check required:	No

Overview of the role

Administrative responsibility of all the Student Accommodation stock within the College, including external properties with close liaison with the Housekeeping, Tutorial Office, Events, Maintenance, Finance and the Porters Lodge ensuring that all College accommodation stock is utilised to meet the needs of the students during term time and financial contribution to the College during the vacations

Main duties and responsibilities

Accommodation Management

- To allocate and manage the College accommodation for students and Fellows. Support the Business Development Manager to optimise the stocks utilisation out of term to maximise the Events contribution to the College whilst allowing for maintenance, upkeep and redecoration on a planned basis.
- Work closely with the Head Housekeeper to ensure that the most accurate information related to College accommodation is available and that contracts for products and services related to College accommodation are fit for purpose.
- Liaise with the Dean, Senior Tutor, Tutorial Office, Admissions, and student accounts as required, to facilitate the delivery of accommodation requirements for the College
- Ensure that the room allocation booking system(s) holds the most accurate information about residents, including the 'going down/coming up process", signed licence agreements, room inventories and charges. Manage and ensure that all departments have access to the most accurate information
- Manage the Annual Student Room ballot with the support of Tutorial, JCR, Finance and Senior Tutor, including updates to documentation, policy changes as and where required. Provide relevant and up to date information on the stock of rooms available in each year`s room ballot, updating the room ballot guide
- To Liaise with Tutorial on specific requests from students that relate to financial, medical and welfare aspects, which directly impact on their accommodation needs
- Manage out of licence accommodation requests from students and external vacation rent requests, inform all relevant departments

- Manage and update the Room License agreements, ensuring that they are legally compliant.

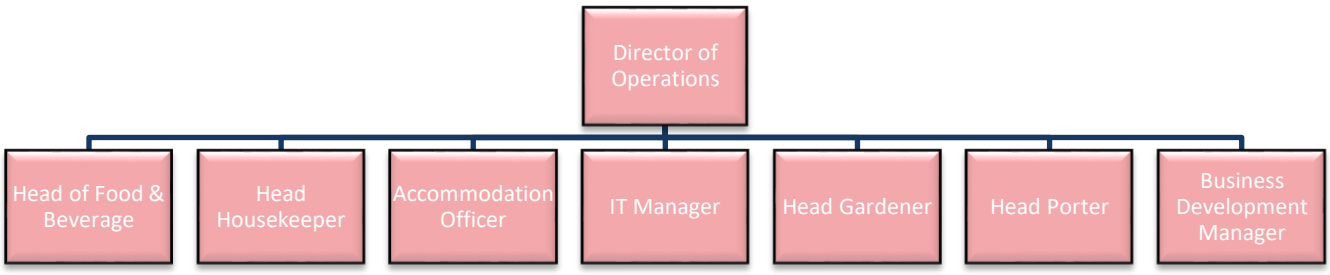
Finance and Communication

- Regularly communicate to residents to promote the smooth operation of Accommodation services
- Produce and distribute the Home from Home guide (or similar information) for First year undergraduates and Postgraduates, ensuring the information is relevant to the group and accurate
- To update relevant accommodation information on the College website, student handbook, 'Home from Home' guide, and alterations to policies are undertaken as and when they occur.
- Monitor, record and communicate additional charges to the accounts team for all additional charges, including damage charges, additional student bed nights, room fridges, additional linen or mattress hire and trunk store charges.
- Manage and update the room inventories and support the termly room inspections, ensuring that accurate records are kept for budget planning.

Maintenance and Contract Management

- To maintain accurate records of College furnishings in accommodation areas, their replacement and repair so that future work or expenditure can be planned and delivered
- To liaise with maintenance to allow for programmed and reactive maintenance of accommodation including requests for PAT testing of student equipment in accommodation
- To support the delivery and installation of soft furnishings and electrical fittings on maintenance and refurbishment programmes
- Select and manage regular contracts for the delivery of services including laundry supplies, laundrette services, sanitary waste, refuse, accommodation and public areas pest control, window cleaning and any other services that might be required
- To enlist appropriate contractors for the replacement of furniture, soft furnishings and electrical goods

Department structure



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Person specification

	Essential	Desirable
Qualifications:		• *Project Management*
Skills, knowledge and experience:	• *Previous experiencing of facility management, managing blocks of accommodation or similar* • *Good analytical skills, including financial literacy and experience of evaluating 3rd party tenders and contract* • *Strong organisational, interpersonal and communication skills*	• *Experience of an educational establishment or campus environment* • *Experience of working within the standards required by ANUK*
IT skills:	• *Competent user of MS365 products to ensure that accurate information can be stored, extracted and shared* • *Competent user of booking systems for student and conference accommodation.*	
Personal attributes:	• *Ability to manage own and other workloads with minimal supervision* • *Ability to prioritise workloads against competing demands* • *Ability to deal calmly and efficiently with the many demands of students and others, dealing sensitively with student privacy issues.* • *Good communication skills and an ability to deal confidently with a diverse range of people* • *The ability to prioritise work, delegating where necessary and to make appropriate management decisions in a timely manner*	