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**Job Description**

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| **Job title:** | Residence Allocations Team Leader |
| **Department/School:** | Campus Services |
| **Grade:** | **6** |
| **Location:** | University of Bath |

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| **Job purpose** |
| The Residence Experience Team sits at the heart of how Campus Services delivers it’s services to students and guests. It provides a central physical and virtual ‘hub’ for managing the resident student experience journey from choosing to apply for study at Bath right through to moving into private sector accommodation in their second year.  This role is responsible to the Residence Experience Manager for a professional service being provided to students during the accommodation pre-applications, application and allocation processes through to arrival.. Providing leadership, supervision and guidance to a team of administrative staff and taking the lead role in ensuring that the student experience meets or exceeds expectation.  Ensuring our bedstock of over 4,500 beds is best utilised to deliver user requirements, and excellent student experience and commercial objectives through the co-ordination and allocation of student accommodation within University managed, and nominations accommodation. |

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| **Source and nature of management provided** |
| Residence Experience Manager |

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| **Staff management responsibility** |
| Residence Allocations Coordinators  Residence Team Casual Assistants |

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| **Special conditions** |
| During peak work periods you may be required to work beyond normal working hours, such as open days and arrivals weekend in order to meet the requirements of the team. You may not be permitted to take annual leave during peak periods. |

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| **Main duties and responsibilities** | |
| **Student Experience** | |
| **1** | Support to the Residence Support Team in the resolution of housing problems and work with colleagues across our own department and the wider University or externally to achieve this goal |
| **2** | Assist in the organisation and the promotion of the Department and the University through participation in events such as virtual and in person Open Days, Webinars, UCAS visits etc. |
| **3** | Develop a close and effective working relationship with the Students’ Union and Student Support departments to understand key activities, priorities and issues to provide a positive student experience to plan and prepare for each demographic of incoming student |
| **Bed-stock Management** | |
| **1** | Coordinate, oversee and support the allocation of residential places in University managed residences in accordance with University policy and the matrix agreed with the Commercial Business & Finance Manager and the Head of Residence Life |
| **2** | To coordinate, oversea and support the allocation and communications with the nominations bedstock, Liaising with the nomination’s providers on marketing their accommodation and then room transfers, enquiries and voids. Working to maximise occupancy to reduce risk of financial impact of voids |
| **3** | Ensure that the maximum revenue is achieved with Student Allocations during the commercial period such as presessional students, uncontracted bookings and pre season sports groups, and is allocated in agreement with commercial bookings and Residence Operations Team. |
| **4** | To oversee the room transfer requests, identifying priorities by working with the Residence Support Team regarding priority cases. Ensuring expectations are managed, and room transfers are effective. |
| **5** | Review and decide on disability/medical requirements accommodation applications, based on prescribed guidance from the Community Support Manager and the Student Support Department |
| **6** | Co-ordinate the requirements of students that have disability/additional requirements as a part of the allocation process, passing on information to other Residence Life Teams where required. |
| **Communications** | |
| **1** | To manage the ResLife e-mail system (Topdesk) and ensure that enquiries are communicated to the appropriate Team to ensure all complaints and suggestions from our customers are resolved in a timely manner. |
| **2** | With the support of the Residence Experience Marketing Communications Team, review and inform engaging content for all application & allocations student communications and webpages, encouraging our students to choose UoB managed accommodation. |
| **3** | In peak allocations periods, to coordinate a staffed “call Centre” ensuring that staff are trained to respond to phone calls and emails confidently during this period. To respond to stage one escalated complaints and enquiries from students. |
| **Systems** | |
| **1** | To learn, develop and maintain technical skills in the bedstock management system. Leading on configuration of the accommodation database, including, but not limited to room tariffs and property tree. Liaising with internal colleagues and external system providers, to find the best solutions for Residence Experience operations. Working with DDat to ensure annual upgrades of Room service are undertaken. |
| **2** | Annually to work with DDat to obfuscate old and defunct student records (older than 7 years) within the Room service database. |
| **3** | To oversee the accommodation Room Service Accommodation e-portal configurations for all modules (e-applications, contracts, room allocations, welcome information). Liaising with other departments for accurate information. |
| **4** | Working with relevant stakeholders, continually review and evaluate existing systems and processes and consider, explore and research innovative alternatives to drive performance, financial sustainability and efficiencies. Project manage the delivery of these identified improvements. |
| **5** | Identify training needs and be responsible for delivery, along with the provision of technical support, advice and procedural documentation to ResLife Team and wider Campus Services teams where required. |
| **Finance** | |
| **1** | To liaise with Finance team regarding debt reporting, and to investigate and authorise credit’s and charges onto student accounts. |
| **2** | When requested by Finance Team, support the Residence Experience Manager to investigate issues regarding student accommodation accounts, as required, and provide thorough background information for each case or issue raised. |
| **3** | Liaise with the Residence Operations Team, Front of House and Campus Infrastructure to ensure that there is clear understanding of occupancy levels/ voids and availability at all times that is tracked against projections and requirements. To ensure that this availability is updated accurately in Room service. |
| **4** | Proactively provide regular MI finance reports and analysis such as voids, allocations and applications reporting within accommodation for review by Residence Life Senior Management Team, |
| **5** | To forecast allocation casual staff budget and estimates, ensuring that casual budget restraints are monitored and met. Monitoring rolling budgets and identifying concerns routinely |
| You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager. You are required to follow all University policies and procedures at all times and take account of University guidance. | |

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**Person Specification**

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| **Criteria: Qualifications and Training** | **Essential** | **Desirable** |
| Educated to degree level or equivalent professional experience | √ |  |
| Chartered Institute of Housing or similar qualification |  | √ |

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| **Criteria: Knowledge and Experience** | **Essential** | **Desirable** |
| Experience of working within a busy office or administrative role | **√** |  |
| Experience of working in Student Accommodation |  | **√** |
| Experience of working with Room Service software or similar bedstock management sotware |  | **√** |
| Computer literacy including experience of working with complex databases | **√** |  |
| Ability to work under own initiative with minimum supervision. | **√** |  |
| Ability to liaise and work in a professional manner with a wide range of people, departments and organisations. | **√** |  |
| Ability to handle confidential material with discretion and sensitivity | **√** |  |
| Experience of working in a support role |  | **√** |
| Knowledge of the current issues affecting the diverse range of students in residence |  | **√** |

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| **Criteria: Skills and aptitudes** | **Essential** | **Desirable** |
| Excellent written English, and the ability to present material in writing and orally for a range of audiences and levels of formality | **√** |  |
| Excellent IT skills, including word processing, spreadsheet, and presentation packages | **√** |  |
| Ability to analyse, interpret and present data | **√** |  |
| Ability to work with range of people, in teams or individually, in a busy environment | **√** |  |
| High standards of accuracy, consistency, and attention to detail | **√** |  |
| Ability to prioritise and respond effectively to competing demands and meet deadlines | **√** |  |
| Ability to work well under pressure and with personal responsibility and initiative | **√** |  |
| Ability to listen and take advice or direction from colleagues | **√** |  |
| Ability to respond positively to varied workload  Creative approach to process improvement | **√** |  |
| Demonstrate drive, commitment and energy | **√** |  |
| Highly motivated to deliver excellent customer service. | **√** |  |
| Must be flexible and able to cope under pressure | **√** |  |
| Must possess a positive attitude to work related problems | **√** |  |

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| **Effective Behaviours Framework- Delivering the Experience**  **Campus Services** has identified a set of effective behaviours or ‘acts’ which we value and have found to be consistent with high performance. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these ‘acts’ previously. |
| **Striving for Excellence:**  Planning and organising workloads to ensure that deadlines are met within resource constraints. Producing a high standard of work and consistently meeting objectives. |
| **Providing Outstanding Service:**  Willing and able to provide a professional, friendly and quality service to students, staff, commercial customers, visitors and suppliers. Displaying a positive ‘can-do’ attitude and tailoring the service to suit differing customer needs. |
| **Problem Solving:**  Able to remain calm under pressure and use initiative to overcome issues. Being proactive to ensure problems are not repeated and able to make suggestions on how we can improve. |
| **Being Adaptable & Flexible:**  Being open to new ideas and ways of working. Able to respond to shifting priorities and support colleagues when required. |
| **Doing the Right Thing:**  Being aware of how your behaviour impacts others. Showing respect and tolerance, being open and honest. Supporting environmental and fair-trade campaigns within Campus Services**.** |
| **Caring:**  Having a genuine desire to support others well-being. Being kind and compassionate to colleagues and customers. |
| **Teamwork**  Building effective working relationships. Working co-operatively with a wide range of inter-personal skills. |
| **Developing self and others:**  Showing commitment to own development. Seeking and accepting feedback. |