

## **JOB DESCRIPTION**

**POST:** Housing Allocations and Systems Officer

**DATE:** December 2017

**PROFESSIONAL SERVICE:** Estates & Facilities Services

**POST NO:** EFS-Hog

**STARTING DATE:** As soon as possible

**SALARY RANGE:** £22,214 to £25,728 per annum

**HOURS:** Full time, 37 per week

**INDEFINITE/FIXED TERM:** Indefinite

**REPORTING TO:** Student Housing Services Manager

### **THE POST**

The postholder will work as part of the Student Housing Services team, which acts as landlord to almost 2000 students living both on and off campus. The service also runs an advisory service to students living in the private rented sector and advertises properties on behalf of local landlords via its 'Student / Landlord Forum'.

The postholder will have primary responsibility for room allocations, oversight and development of use of IT based Housing systems, updating and development of the Housing pages on the University website and other marketing responsibilities. The postholder will be able to call upon the assistance of Housing Advisers in carrying out some duties and will be expected to contribute to the overall team's responsibility to offer a customer focussed service to students, landlords and other customers.

### **MAIN DUTIES AND RESPONSIBILITIES**

#### **Allocations**

- To manage and coordinate room allocations to University owned and managed accommodation, maximising occupancy levels at all times. Ensure that the processes and systems in place reflect the University's allocation strategy.
- To work with the Student Housing Services Manager and Housing Manager (On Campus) to ensure the needs of vulnerable and disabled students are met and that due regard is given to the terms of the Equality Act.
- To liaise with relevant University departments to ensure appropriate staff are aware of room allocations and changes. Departments will include (but are not limited to);
  - Other sections within Estates and Facilities Services
  - ITS
  - Finance
  - Student Recruitment
  - Registry

- To liaise with appropriate departments around demand for accommodation for specific groups. This will include (but is not limited to);
  - International recruitment
  - Departments who require summer accommodation for specific groups of students
  - The English Language Teaching Unit
- To manage the room transfer and withdrawal procedures and ensure processes reflect agreed policy.
- To manage the Housing waiting list, ensuring rooms are offered in a timely manner and according to policy.

## **Systems**

- To manage and develop Student Housing Service's use of IT based systems, working towards the goals of improving the Student Experience, streamlining processes and ensuring that Student Housing Services remains up to date with sector best practice. This will include (but is not limited to);
  - To become a 'Super user' on specialist Housing software (currently Kx and StudentPad) and provide support and training to other users of the system.
  - To coordinate the annual updating of the Housing online applications and contracts system
  - To develop a close working relationship with the University's Corporate Systems team within the IT department to ensure any IT issues are resolved smoothly and efficiently.
  - To be the main point of contact within Student Housing Services for the software providers. To develop a close working relationship with any relevant software providers' account managers
  - To propose annual development plans for approval by the Student Housing Services Manager and Head of Housing & Security for the Housing IT based systems.
- To have a good working knowledge of non-Housing key IT systems within the University, such as SITs or Agresso.
- To manage ad hoc Housing projects as required, particularly projects related to the development of Housing IT based systems.
- To write and update Standard Operating Procedures / process maps as required

## **Marketing**

- To update Housing marketing literature as required, ensuring that any information reflects the guarantees and other policies in place at the University. To gain the appropriate approvals before publishing.
- To update and develop the Housing pages on the University's external website.
- To participate in the updating and development of the Housing pages on the University's intranet.
- To work with the University's marketing and recruitment teams on any housing related marketing campaigns or development projects.

## General

- To attend University committees, working groups, project boards or other meetings as required.
- To report on various areas relevant to Housing. This will include (but is not limited to);
  - Housing occupancy levels
  - Housing application and allocation statistics
- Prepare annual returns relevant to the Housing section. This will include (but is not limited to);
  - Preparation of the Housing Key Information Sets
  - Providing information on residents for the purposes of registration on the electoral roll.
- To coordinate the University's compliance with Council Tax liability for on campus properties, ensuring halls of residence receive the appropriate exemptions.
- Keep accurate records at all times and use Microsoft office based, paper and other systems to log information. When necessary, set up new systems for information (either electronically or on paper).
- To be part of the overall Housing team offering a customer focussed responsive service. This may include (but is not limited to);
  - Dealing with customer queries and complaints through telephone, email, postal and counter enquiries.
  - Ensuring the Housing Office is open according to the timescales set out by the Student Housing Services Manager.
  - Receiving occasional payments for housing related charges. Record, receipt and deliver to the Finance department within the working day.
  - Keeping up to date with on-going issues (both on and off campus) to be able to respond to general queries.
  - Prepare material, draft letters and assist with mailing to students and landlords.
- Attend relevant training courses/conferences as required. This may result in overnight stays on occasion.
- Represent Student Housing Services and the University at public events such as Open Days. These can sometimes involve working at weekends or during the evening.
- Deputise for other members of Housing Services staff as necessary.
- Any other duties as directed by the Student Housing Services Manager, Head of Housing & Security or Director of Estates and Facilities Services.

## **CONDITIONS OF SERVICE**

The appointment will be made at Grade 5, currently £22,214 to £24,285 per annum and annual incremental progression within this range. An upper range of £24,983 to £25,728 per annum is available to those who, having gained considerable experience relevant to the role, are able to demonstrate added value through activities or contribution which are over and above the normal expectations for the role. Starting salary will be dependent upon qualifications and experience. Salary is paid monthly in arrears by direct credit transfer on the last working day of each month.

Your normal centre of duty will be the King Alfred Campus in Winchester. However, you may be required to work in any part or department of the University and in any Campus of the University, or as otherwise required for the due performance of your duties and responsibilities.

Normal hours of work will be 37 per week, to be worked between the hours of 8.30am and 5.30pm, Monday to Friday, by agreement with your Line Manager.

The appointment will, in an appropriate case, be subject to a probationary period of 6 months.

The annual leave year runs from 1 August to 31 July. Holiday entitlement is 21 days per annum, plus Bank holidays and two extra statutory days. A proportion of the entitlement is allowed pro rata for part-time staff working less than five days per week and/or not throughout the year, and for all support staff during first leave year at the University.

Holiday entitlement is increased by five days on completing five years' service prior to the commencement of a leave year on 1 August.

Other terms and conditions of employment appropriate to this post and grade apply in addition to those referred to in this statement. The list of benefits includes Pension Scheme, Sick Pay Scheme, Maternity and Paternity leave and pay (subject to eligibility). Details are contained in the Statement of Principle Terms and Conditions of Employment issued on appointment, the Staff Handbook and other documents referred to therein.

## **Application Information**

Applications should be made on line at [www.winchester.ac.uk](http://www.winchester.ac.uk). Please note that posts close at midnight on the date stated. Late applications will not be accepted.

We delight in diversity in our workforce and seek those that share this value

## UNIVERSITY OF WINCHESTER

### PERSON SPECIFICATION

Each attribute is marked as essential for the post, or desirable. The last four columns on the Person Specification (labelled A, I, and T) indicate how each attribute is assessed.

A = application form, I = interview, T = test

ATTRIBUTES	ESSENTIAL	DESIRABLE	A	I	T
<b>EDUCATION/TRAINING</b>					
Educated to A level standard or equivalent	X		X		
Educated to degree level or equivalent		X	X		
Training or certificate for use of Microsoft Office		X	X		
<b>EXPERIENCE</b>					
Experience of administrative / clerical work	X		X		
Experience of dealing with customers and delivering excellent customer service.	X		X	X	
Experience of managing small projects		X	X	X	
Experience of using Kinetic Solutions 'Kx' software		X	X	X	
Experience of managing room allocations within the HE environment		X	X	X	
Experience of using 'StudentPad' software		X	X		
Experience of documenting procedures / process maps		X	X		

<b>SKILLS/ABILITIES</b>					
Excellent working knowledge of Microsoft Office (particularly outlook, word, excel)	X		X		X
Ability to develop use of existing IT based systems to streamline processes	X			X	
Ability to work well within a team or independently	X			X	
Excellent problem solving skills and the ability to apply a common sense and practical approach to situations	X			X	
Ability to apply departmental or university level policy to operational systems	X			X	
Good attention to detail	X		X		X
Ability to work to tight deadlines	X		X	X	X
Excellent interpersonal and verbal and written communication skills	X		X	X	X
Excellent organisational skills and ability to prioritise effectively	X			X	X
<b>PERSONALITY</b>					
Reliable / trustworthy	X			X	
Flexible in relation to work tasks	X			X	
Welcoming, friendly and helpful demeanour	X			X	

## **FURTHER INFORMATION**

### **Health & Safety**

Under the Health & Safety at Work Act 1974, whilst at work, you must take reasonable care for your own health and safety and that of any other person who may be affected by your acts or omissions. In addition, you must co-operate with the University on health and safety and not interfere with, or misuse, anything provided for your health, safety or welfare.

Copies of the University Safety Policy can be found on the University Intranet.

### **Sustainable Development**

All employees are expected to act in accordance with the Sustainable Development Policy and Environment Strategy. In the course of your duties, you should seek to minimise any detrimental impact on the environment and take specific action as appropriate within the remit of your post.

### **Facilities**

Staff catering facilities are available.

**West Downs Day Nursery** - is situated within the grounds of The University of Winchester. The nursery offers care for children from the age of six weeks to five years in a stimulating and homely environment. The nursery provides 62 places each day from 7.30am to 6.15pm on a full time or sessional basis. The opening times are designed to accommodate the working parent who may wish to continue their career. Further details are available from the Human Resources Department.

Sports and Fitness facilities are available, these include the University Gym, Sports Hall and our outdoor Multi-Use Games area for Tennis, Basketball, Football and Badminton to name a few. At our Bar End facility we have an Athletics Track and All-Weather Pitch. Also on offer is our Fitness & Wellbeing class timetable, which is complementary to all Gym Pass holders.

### **Our values**

We are a community committed to making a difference, passionate about seeing individuals and communities flourish.

Our values of Compassion, Individuals Matter and Spirituality shape how we do this and why – we believe academic freedom leads to big ideas which in turn lead to social justice and creativity for a better world.

### **Compassion**

Conscious of the kinship that exists between all life, we seek to nurture compassion and embody social justice for people, animals and the planet. This is a supportive, caring and safe place to work and study. Staff and students will be supported to flourish, encouraged to help others and empowered to make a difference in the world. We seek to challenge and nurture in all staff and students a love and value for all life and the planet. Staff are empowered to change the world for the better, challenge convention with compassion and stand up for what they believe to be true.

### **Individuals Matter**

We are passionate about seeing individuals flourish here. The dignity and wellbeing of individuals is important as are their opinions and views. We are committed to working globally to ensure equality and justice for all. Everyone is welcome here. Staff and students will learn to value and appreciate others, whoever they are and whatever their background. You will be listened to; your opinions count. Together, we will be supported and challenged

to reach our full potential. Our staff and students are nurtured to embrace equality, diversity and inclusivity to the full. Staff and students are supported to fight for integrity and justice in a world of compromises and prejudice.

### **Spirituality**

We celebrate our Anglican Christian foundation and welcome people of all faiths and none. We believe that everyone expresses their spirituality through a unique collage of values, disciplines and practices. Working and studying here will give you a chance to experience and reflect on the creativity, beauty and compassion in life – together, we aim to explore the mystery of life and grow in wisdom and love.

Our passion is to see staff and students grow as a whole person. It is safe to try new things here, to stand up for what you believe in. You will be supported to engage with the big and deep questions of life, to bring about change and really make a difference. We seek to challenge and develop staff and students' thinking, enabling them to develop in wisdom for a fulfilling life as well as the knowledge they need for a successful career. Our staff and students will have the resilience and resourcefulness to seize the opportunities and face the challenges of life.

### **Mission Statement;**

'To educate, to advance knowledge and to serve the public good'

### **The University vision:**

The University of Winchester is a university on a human scale, with a principal emphasis on the personal creativity and development of its students and its staff.

Through its teaching, research and professional practice, the University will be an outward facing and permeable organisation, welcoming outside influences and fully engaging with society locally and regionally, nationally and internationally. It will provide a high quality university education, responsive to the intellectual, personal and professional needs of its members and the wider community.

The University seeks to serve the spiritual and ethical needs of its students, building moral and global awareness. Our Church foundation is reflected also in strong support offered to students from backgrounds not traditionally associated with higher education. The University will ensure that its courses are accessible to all those who have the potential to benefit from them, regardless of their social, economic, ethnic or religious background.

As a twenty-first century institution which provides a progressive and challenging higher education experience and which forms a crucible for the generation and transfer of knowledge, we have high expectations of both staff and students. The professionalism of staff is reflected in integrity, objectivity and competence. Students' time at the University will provide them with a justified confidence in their abilities and the strength to stand up for what they believe to be true.