**JOB SPECIFICATION**

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| **MYERSCOUGH AND PROUD** |
| At Myerscough College and University Centre we have a nationally and internationally recognised Further Education, Higher Education, Adult Education and Apprenticeship provision. The Further Education provision is well established, the Higher Education provision has a well-recognised partnership with UCLan and the apprenticeship provision is operational nationally. We offer a rewarding and enjoyable working environment, where colleagues are inspired to make a positive difference to the educational experience and employability of our students. We are one of the top five largest land-based and sports colleges in the UK. |

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| **JOB TITLE** | **AREA OF WORK** |
| Accommodation Manager | Commercial Services |
| **SALARY** | **BENEFITS** |
| £31,537 - £35,818 per annum, relating to qualifications and experience | Local Government Pension Scheme  26 days holiday rising to 31 days following 5 years’ service plus Bank Holidays to include up to 5 days to be taken between Christmas and New Year at direction of the Principal |
| **LINE MANAGER(S)** | **LINE MANAGER FOR** |
| Director of Commercial Services | Assistant Accommodation Manager |
| **KEY TASKS AND RESPONSIBILITIES** | |
| Manage the marketing and letting of the residential accommodation for Myerscough, including all lettings compliance, ongoing tenancy management (including arrears), tenant and parental issues, and maintenance. Residential accommodation encompasses the student residential village as well as other commercial properties within the portfolio.  Develop all areas under your management so that occupancy is maximised at all times throughout the year, and there is continuous improvement benefitting the customer as well as having a positive financial impact.  Manage the student social spaces across the Bilsborrow campus so that there is variety and they are maintained to a standard.  To ensure that all systems and processes are as efficient and effective as possible, with the customer at the heart of decision making.  To lead on ensuring health and safety compliance and best-practice across all areas.  To effectively market and promote your area of the business as necessary to maintain a high profile and in liaison with the college’s marketing department.  Manage and deliver financial and operational budgets, whilst always considering and optimising the customer experience.  To be proactive and have the vision and ability to identify new business opportunities and to realise these with enthusiasm, confidence and in a professional and commercial manner. | |
| **DUTIES** | |
| **LEADERSHIP AND MANAGEMENT**   * The post holder is a member of the College Management Team (CMT) and is responsible for meeting and delivering the College’s operational needs and targets. * To provide leadership, support and have direct line management of the staff listed above. * To recruit, train, manage, motivate and develop staff, ensuring they embrace a ‘positive’ philosophy and are able to deliver the highest standards of customer service. * Implement staff training and development through team meetings, in-house training sessions and external training courses. Complete performance reviews with all staff under your direct line management to ensure training and development issues are discussed and agreed, followed up and monitored. * Ensure all facilities are of a high standard of cleanliness at all times; carefully managing the cleaning contract to achieve maximum impact. * Ensure there is appropriate staffing cover, at times to suit the needs of the business, and considering high levels of customer service. * Work with and support all areas of Commercial Services to enable us to realise the greatest efficiencies, share best practice, and develop at equal pace. * Regularly monitor and report maintenance issues so that all the facilities are safe and presentable at all times, working to the highest standard. * Support Ofsted inspection, SCCIF, Matrix and QAA accreditation and other inspection / audit / accreditation activity, as necessary. Remain up to date on how these frameworks impact our accommodation offer. * Work collaboratively with all members of College Management Team in delivering College targets and priorities. * Maintain and enhance the College profile, reputation and performance through collaborative partnerships locally and where appropriate to do so, also regionally, nationally and internationally. * Develop initiatives that will see an increase in use/occupancy and ensure customer retention/repeat business. * Produce a high standard of reports and self-assessment, ensuring all the required information is delivered in a timely, accurate and in the required format. * Make use of, and develop, online systems for the efficient use of staff time but also to ensure ease and customer satisfaction. * To be aware of industry standards, processes and updates, to ensure we as a College are working within these standards. * Consider sustainability in all aspects of daily operational management, as well as factoring it in to future plans. Where possible we should aim to achieve a carbon zero approach. * To assist the Director of Commercial Services in the development of strategies for the delivery of high-quality services.   **FINANCIAL**   * Preparation and maintenance of all financial information for all cost centres including setting budgets, forecasting outturns, capital bids/developments and preparation of business cases for income generation. * To liaise closely with internal teams (such as Finance and Admissions) to maintain efficient working practices during the student application cycle - surrounding elements such as application status, bursary applications and fee payments. * To prepare competitive quotes for external clients. * Raising of internal and external requests for invoices and to monitor accounts for all cost centres monthly. * To maximise income generation across all operations under your management. * Set hire/selling costs for all aspects in your areas, ensuring there is a profit margin, taking all costs in to consideration. * Grant / Funding Opportunities: Identify funding opportunities to develop the facilities at Myerscough College. | |
| **MARKETING**   * To be financially and commercially aware of trends and situations in relation to competitors and within the wider accommodation sector. * To be proactive in marketing the facilities on offer. * To work with the College’s Digital Marketing Officer and Web Developer to promote the services on offer, ensuring that website and social media updates are relevant and done in a timely manner.   **STATUTORY**   * Ensure that the GDPR is fully adhered to. * Ensure staff are trained in all relevant aspects of health and safety, keeping up to date with changes and updates, and ensuring these are communicated. * Analyse where risk assessments are required in your areas, complete and review them, gaining insight and advice from relevant staff as required.   **ACCOMMODATION SPECIFIC**   * To take the lead role in the management, marketing and letting of the Student Accommodation. * Work with the Estates team to let and manage other properties within the Myerscough portfolio, including liaising with tenants. * Manage the cleaning contract on behalf of Myerscough College, ensuring KPI’s are met or exceeded, regularly monitoring performance, supporting the contractor as required, and challenging where necessary. * Ensure maintenance items are actioned in-house where possible, but escalated and monitored as necessary, to make sure that standards are always high and jobs are not left outstanding for unreasonable periods. * Manage and maintain the student social spaces across the Bilsborrow campus, working closely with student enrichment and student support to ensure the spaces are meeting the needs of the students, and enhancing their experience. * Raise the College profile, reputation and performance through collaborative partnerships locally and where appropriate to do so, also regionally, nationally and internationally. * To promote a vibrant student community. * Manage Check In and Check Out procedures ensuring efficiencies and room management procedures are followed. * Ensure you and the team are able to provide a reception style service to meet the needs of the various customers within accommodation. * Ensure the highest possible standards of student/customer safety and welfare ensuring compliance with Health & Safety, including fire regulations, that meet learners’ requirements and support the Director of Student Support in delivering continuous safeguarding of the under 18 students in residence. | |

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| **DUTIES** |
| You will be a role model and promote the College values:   * **Learning -**Our delivery will be high quality and innovative with students at the heart of decision making. * **People -**We will enable staff and students to fulfil their potential whilst promoting resilience, leadership, accountability and teamwork. * **Sustainability -**We will provide a happy, healthy, safe, supportive and sustainable environment in which to live, work and study. * **FREDIE** - We will advance **FREDIE**:  Fairness, respect, equality, diversity, inclusion, engagement in all we do. |
| Promote College sustainability policies and strategies by personal commitment and leading by example and complying with all quality and environmental standards and expectations. This includes active involvement in carbon reduction, embedding of carbon reduction practices (lights off, heating down etc.) and being vigilant in relation to the College’s approach to Reduce, Reuse and Recycle ethos.  Actively participate in the Annual Review and Development process in line with individual needs and College strategic plan priorities. Agree objectives with the Line Manager and ensure they are achieved.  Be responsible for promoting and safeguarding the welfare of children, young people and vulnerable adults at all times in line with the College’s own Safeguarding Policy and practices.  Be thoroughly aware of College Health and Safety policies and procedures, attend mandatory health and safety training appropriate to the role and ensure the full implementation of College policies, procedures across all areas of responsibility. Ensure that employees within line management are also compliant with the policies, procedures and training requirements including reporting and recording all accidents and near misses. |

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| **DUTIES** |
| Ensure full adherence to and implementation of the Data Protection Act 1998, the General Data Protection Regulations 25 May 2018 and the College Data Protection Policy and Procedure and ensure that employees within their responsibility.  Any other duties that may reasonably be required by Line Management and the Chief Executive & Principal. |

**Location of work**

You may be required to work at or from any building, location or premises of Myerscough College, and any other establishment where Myerscough College conducts its business.

**Variation to this Job Description**

This is a description of the job as it is at present, and is current at the date of issue.  The job description will be renewed and updated as necessary to ensure that appropriate revisions are incorporated, and that it relates to the job to be performed.  This process is conducted jointly with your Line Manager.  You are expected to participate fully in the review and, following discussion, to update your job description as is considered necessary or desirable.  It is our aim to reach agreement on reasonable changes.  However, if such agreement is not forthcoming, Management reserves the right to insist on changes after consultation with you.

**EMPLOYEE SPECIFICATION**

(PI) Post Interview

(A) Assessed via Application form ( I ) Assessed via Interview

(P) Assessed via Presentation in interview (T) Assessed via Test

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| **ESSENTIAL CRITERIA:** | **DESIRABLE CRITERIA:** |
| ***Personal Attributes*** | |
| Presentable and professional appearance (I)  Ability to work as part of a team (A/I)  Ability to work to quality standards (A/I)  Good command of the English language (A/I)  Appropriate level of physical and mental fitness (PI) |  |
| ***Attainments*** | |
| Relevant HND / Level 5 qualification (A)  Competent in ICT (A)  GCSE English and Maths at Grade C/4 or above (or an equivalent standard) (A/I)  Experience of accommodation/facilities management in either the public or private sector (A)  First aid qualification (or willingness to work towards) (A/I) | Relevant Degree and/or appropriate professional qualification (A)  Safeguarding and equality, diversity and inclusion training (A)  Experience of working within an educational establishment (A) |
| ***General Intelligence*** | |
| Outstanding ability to lead and manage (A/I/P/T)  The capacity to communicate highly effectively both verbally and in the written word at all levels and via electronic methods/media (A/I/P/T)  Significant relevant experience of developing and implementing quality systems and procedures (A/I/P/T)  Thorough knowledge and understanding of accommodation/facilities management (A/I) |  |
| ***Special Aptitudes*** | |
| Outstanding leadership / communication skills and the ability to motivate a team (A/I/P)  Clear evidence of the ability to build strong partnerships with external stakeholders (A/I)  Ability to manage the future development of the accommodation portfolio innovatively and successfully (A/I)  Ability to confidently and accurately analyse and interpret data and make recommendations for effective action (A) |  |
| ***Interests*** | |
| High levels of interest in the work and satisfaction of students and staff (A/I/P/T)  Full commitment to ensuring a high-quality student/customer experience (A/I/P/T) | Empathy with education (A/I) |
| ***Disposition*** | |
| Excellent interpersonal skills (I)  Approachable (I)  Person centred approach (I)  A leader who is hard working and capable of developing the performance of others (A/I)  Outstanding communication skills (I/P/T)  Can-do attitude (A/I/P)  Highly organised, flexible and proactive approach (A/I/P)  The ability to multi-task and manage changing priorities (A/I/P) |  |
| ***General*** | |
| An understanding of “safeguarding” and its importance within the College \* (A/I)  An understanding of health and safety requirements of a working environment (A/I)  An understanding of Fairness, Respect, Equality, Diversity, Inclusion and Engagement (FREDIE) issues within an educational context (A/I) |  |
| ***Circumstances*** | |
| Willing to apply for Disclosure & Barring Service clearance at Enhanced level (important – further information below).  (A/I)  Ability and willingness to work flexibly (I)  Possess a current driving licence or willing to travel as required by other means (A/I) |  |

\*Interviews will explore issues relating to safeguarding and promoting the welfare of children, including motivation to work with and ability to form and maintain appropriate relationships and personal boundaries with children and young people together with emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline.

**TERMS AND CONDITIONS**

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| **JOB TITLE** | **AREA OF WORK** |
| Accommodation Manager | Commercial Services |
| **SALARY** | HOURS OF WORK |
| £31,537 to £35,818 per annum,  relating to qualifications and experience | 37 hours per week, working flexibly to suit the needs of the business. This will include evenings and weekends where necessary. Campus based. |
| ANNUAL LEAVE ENTITLEMENT | PENSION |
| 26 days holiday, rising to 31 days following 5 years’ service plus Bank Holidays to include up to 5 days to be taken between Christmas and New Year at direction of the Principal | Local Government Pension Scheme  Employee Contribution Rate (as at 1 April 2022)  (based on actual NOT FTE)  Contribution rate %  Up to £15,000 5.5%  £15,001 to £23,600 5.8%  £23,601 to £38,300 6.5%  £38,301 to £48,500 6.8%  £48,501 to £67,900 8.5%  £67,901 to £96,200 9.9%  £96,201 to £113,400 10.5%  £113,401 to £170,100 11.4%  £170,101 or more 12.5%  17.4% Employer  You will automatically become a member of the LGPS |
| PROBATIONARY PERIOD | DRESS CODE |
| A probationary period of nine months applies to new entrants to the College | All post holders are expected to be of a professional and presentable appearance |
| REFERENCES / MEDICAL CLEARANCE / DISCLOSURE | |
| The appointment is subject to the receipt of satisfactory references, medical clearance and Disclosure & Barring Service check/ISA (if applicable).  Occupational Sick pay is not paid during the first four months of service and thereafter is subject to the College’s Sick Pay Scheme  Should your application be successful you will be sent further details via email from eSafeguarding. They are the Registered Umbrella Body we have chosen to complete the Disclosure and Barring Service (DBS) process on your behalf.  Please note that all new employees of the College will be required to pay for their DBS check via eSafeguarding at the time of application (at present £38.00 for an enhanced level check). | |

**DBS UPDATE SERVICE**

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| The Disclosure and Barring Service (DBS) update service lets applicants keep their DBS certificates up to date online and allows employers to check a certificate online. | |
| BENEFITS TO YOU | **HOW TO REGISTER** |
| * Saves you time and money * One DBS certificate may be all you will ever need * Take your DBS certificate from role to role within the same workforce * You are in control of your DBS certificate * Get ahead of the rest and apply for jobs DBS pre checked | You can [register online](https://secure.crbonline.gov.uk/crsc/subscriber) as soon as you have your application reference number. You can ask for the number when you apply for your DBS check.  Or you can wait and [register](https://secure.crbonline.gov.uk/crsc/subscriber) with your certificate number when you receive your DBS certificate. **If so, you must do so within 30 days of the certificate being issued.**  To check the progress of your DBS certificate use the [DBS tracking service.](https://secure.crbonline.gov.uk/enquiry/enquirySearch.do)  **Registration lasts for 1 year and costs £13 per year (payable by debit or credit card only).**  You’ll get an ID number with your registration that you need to log on to the service. Make sure you write it down. |
| WHAT YOU GET | |
| When you join, you’ll get an online account that lets you:   * Take your certificate from one job to the next * Give employers permission to check your certificate online, and see who has checked it * Add or remove a certificate | |