**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 Officer  | Commercial Services |
| **SALARY** | **BENEFITS** |
| Band 2 £21,012 to £23,317 per annum dependent upon experience, skills and qualifications (based on 37 hours per week). | Local Government Pension Scheme26 days holiday rising to 31 days on 01/08/2023 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** |
| Assistant Accommodation Manager  | N/A |
| **KEY TASKS AND RESPONSIBILITIES** |
| To support the Accommodation Manager / Assistant Accommodation Manager with the letting of accommodation across the Myerscough College property portfolio, including the day-to-day administration, operational activity and coordination around the utilisation of accommodation. Strong customer liaison with tenants, students, parents and conference guests. To help manage the accommodation to the required College standards, supporting the financial, lettings and operational budgets and targets whilst optimising customer experience. Ensure that all systems and processes are as efficient, effective and customer friendly as possible.  |

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| **ROLE SPECIFIC DUTIES** |
| Assist the Accommodation Manager / Assistant Accommodation Manager with day-to-day administration and organisation, relating to the management of Myerscough College accommodation/properties.  |
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| To promote a vibrant student community. |
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| Assist in ensuring the property is managed and operated in line with agreed operating principles to support the achievement of College expected service levels to students, parents, other customers and stakeholders. |
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| Liaise with the cleaning contract Site Manager in relation to accommodation and conferencing requirements, reporting any issues as necessary. |
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| To input and update information relating to residents/tenants on the College Management System, maintaining compliancy with GDPR legislation. |
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| Advise, support and assist applicants and parents/guardians in relation to the online residential application system. |
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| Assist with the allocation of all accommodation throughout the year. |
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| Monitoring and replacement of furniture and ‘fixtures and fittings’ when required, including stock control and storage of spare items. |
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| Assist with the organisation of, and preparation for, the redecoration/refurbishment of accommodation. |
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| Represent the Accommodation Team at marketing and college events and promote the College accommodation to prospective customers. |
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| Work flexibly, including weekends and evenings and across the department where it’s reasonable to do so. Work across the wider Commercial Services where reasonable and necessary, to ensure the relevant facilities are operational when customers require them. |
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| To assist with the checking and processing of invoices relating to accommodation. |
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| Liaise with the Accommodation Maintenance Team and, where necessary, the Estates Team, to ensure that students are kept up-to-date about ongoing maintenance and repair requests (within the halls of residence). |
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| Help manage residential ‘Check In’, ‘Check Out’ and key management through a reception style service, ensuring that keys are returned promptly and chased if necessary. |
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| To liaise closely with internal teams (such as Finance, Admissions and Catering) to maintain efficient working practices.  |
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| Provide a high standard of customer service and communication, communicating with external agencies where necessary. |
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| Support any college inspections as required. |

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| **GENERAL 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.
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| 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. |
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| 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. |
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| 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. |
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| 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** |
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| 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.  |
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| 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*** |
| Experience of accommodation management in either the public or private sector, or experience of administration (A/I)Experience of stores operations (A/I) GCSE English and Maths at Grade C/4 or above (or an equivalent standard) (A/I) Excellent ICT skills (A) | Relevant Degree and/or appropriate professional qualification (A) Experience of working within an educational establishment (A)  |
| ***General Intelligence*** |
| 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) Experience of working to procedures (A/I/P/T) Forward planning (A/I) Positive, logical thinker (A/I) High level of intelligence (A/I) |  |
| ***Special Aptitudes*** |
| Outstanding communication skills and the ability to motivate a team (A/I/P) Clear evidence of the ability to build relationships in and outside of own team (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) Outstanding communication skills (I/P/T) Friendly and approachable (I) Person centred approach (I) 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) |  |

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| ***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 Officer | Commercial Services |
| **SALARY** | HOURS OF WORK |
| Band 2 £21,012 to £23,317 per annum dependent upon experience, skills and qualifications | 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 on 01/08/2023 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 2023) (based on actual NOT FTE) Contribution rate % Up to £16,500 5.5%£16,501 to £25,900 5.8%£25,901 to £42,100 6.5%£42,101 to £53,300 6.8%£53,301 to £74,700 8.5%£74,701 to £105,900 9.9%£105,901 to £124,800 10.5%£124,801 to £187,200 11.4%£187,201 or more 12.5%19.5% EmployerYou 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 SchemeShould 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
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