**JOB SPECIFICATION**



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| **JOB TITLE** | | **AREA OF WORK** | |
| Accommodation Manager | | Commercial Ventures – Residencies and Cleaning Contract (Preston Campus) | |
| **SALARY** | | **BENEFITS** | |
| £27,570 to £35,287,  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 Marketing & Commercial Services | | * Residential Operations Officer * Residential Operations Administrator * Cleaning Contract Manager * Administration for Conferencing | |
| **KEY TASKS AND RESPONSIBILITIES** | | | |
| Manage the marketing and letting of the Student Accommodation and conferencing facilities, including all lettings compliance, ongoing tenancy management including arrears, tenant and parental issues and maintenance demonstrating a positive can-do approach.  To manage the accommodation to the required College standards delivering the financial, lettings and operational budgets and targets and to optimise the customer’s experience.  To ensure that all systems and processes are as efficient, effective and customer friendly as possible. | | | |
| **ROLE SPECIFIC 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 and ensuring they embrace a ‘more than just a room’ philosophy. | | | |
| * Support Ofsted inspection, QAA Review, Matrix accreditation and other inspection / audit / accreditation activity, as necessary. | | | |
| * 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. | | | |
| * Ensure that the GDPR is fully adhered to. | | | |
| * Strong budget management skills. | | | |
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| **Residential Accommodation** | | | |
| * To take the lead role in the management, marketing and letting of the Student Accommodation. * To promote a vibrant student community. * To 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 other stakeholders. * To ensure the estate achieves the best possible occupancy and financial performance in line with operational plans and budgets. * To contribute to and deliver a Residential Accommodation Strategy that maximises financial contribution whilst delivering student recruitment targets and student satisfaction. * Manage the letting of rooms in accordance with industry standard protocols * Manage Check In and Check Out procedures ensuring efficiencies and room management procedures are followed. * 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. * Support the Director of Student Support & Welfare in the delivery of Ofsted’s residential social care inspection standards and Education Inspection framework standards in respect of the provision of Student catering and accommodation, in line with the national minimum standards. * 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. * Produce a high standard of reports, ensuring all the required information is delivered in a timely, accurate and in the required format. * Provide a high standard of customer service and communication, communicating with external agencies where necessary. * Maintain and develop excellent relations with our customers and partners * Market and let the Residencies to maximise the occupancy during the academic year and summer letting periods. * Monitor and manage the delivery of the maintenance to achieve the KPI’s as laid out by the College. * Appreciate and understand the flexibility required when business levels peak and trough and deliver the best possible service. Due to the nature of the role, it may on occasions be necessary to work unsociable hours, including weekends, especially during the student arrivals and departure periods. * Respond to emergencies both during and out of working hours. | | | |
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| **GENERAL DUTIES** | | | |
| Role model and promote the College values: | | | |
| **Learning** | **People** | | **Sustainability** |
| Our delivery will be high quality and innovative with students at the heart of decision making. | We will enable staff and students to fulfil their potential whilst promoting resilience, leadership, accountability and teamwork. | | We will provide a happy, healthy, safe, supportive and sustainable environment in which to live, work and study. |
| We will advance **FREDIE**:  Fairness, respect, equality, diversity, inclusion, engagement in all we do | | | |

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| Support quality strategies across the College to promote and advance equality, diversity and inclusion, at every opportunity supporting teams to understand and remove any barriers and address any gaps in participation and achievement. |
| Lead and advance the FREDIE principles. |
| Lead the promotion of College sustainability policies and strategies by personal commitment and lead by example. |
| Active involvement in carbon reduction, embedding of carbon reduction practices (lights off, heating down etc.) |
| To be vigilant in relation to the College’s approach to Reduce, Reuse and Recycle ethos. |
| Take an active role in all team activities to ensure full compliance with agreed safety, quality and environmental standards and expectations. |
| Participate in staff review and development in line with College needs. Agree objectives with the Line Manager and ensure they are achieved. |
| Maximise effective use of time and personal ability. |
| 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. |
| Undertaking the appropriate training and development to extend skills and abilities to meet the needs of the College and your role. |
| Be committed to the implementation of equality of opportunity in both service delivery and employment. The College’s mission and strategic objectives directly support this aim. All employees are required to support this aim and its implementation pro-actively. |
| Must be thoroughly aware of College Health and Safety policies and procedures and statutory requirements and attend any mandatory health and safety training appropriate to their role and ensure that employees within their responsibility are also made aware of these policies and procedures and any mandatory training relevant to their role.  They must also seek to ensure appropriate implementation of such policies and procedures across all areas of their responsibility. |
| Ensure all accidents and near misses are recorded and reported following College procedures. |
| Adhere to the Data Protection Act 1998 and the General Data Protection Regulations 25 May 2018 and must be thoroughly aware of the College Data Protection Policy and Procedure and ensure that employees within his/her responsibility are also.  He/she must also seek to ensure appropriate implementation of such policies. |
| Complete any other duties that may reasonably be required by Line Management and the 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)  Highly motivated with a commitment to succeed (A/I/P)  Very 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)  Evidence of continuous professional development (A/I) | Relevant Degree and/or appropriate professional qualification (A)  Safeguarding and equality, diversity and inclusion training (A)  Evidence of working within an educational establishment (A)  Experience of accommodation management in either the public or private sectors (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 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)  Ability to confidently and accurately analyse and interpret data and make recommendations for effective action (A) | Knowledge / experience of working in the education sector (A/I) |
| ***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*** | |
| A leader who is hard working and capable of developing the performance of others (A/I)  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) |  |
| ***General*** | |
| An understanding of “safeguarding” and its importance within the College \* (A/I)  An excellent understanding of health and safety requirements of a working environment (A/I)  An understanding of and a willingness to promote and develop Equality, Diversity and Inclusion 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 Ventures – Residencies and Cleaning Contract (Preston Campus) | |
| **SALARY** | | | HOURS OF WORK | |
| £27,570 to £35,287  relating to qualifications and experience | | | 37 hours per week | |
| 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  Up to £14,600 pa 5.5% Employee  £14,601 to £22,800 pa 5.8% Employee  £22,801 to £37,100 pa 6.5% Employee  £37,101 to £46,900 pa 6.8% Employee  £46,901 to £65,600 pa 8.5% Employee  £65,601 to £93,000 pa 9.9% Employee  £93,001 to £109,500 pa 10.5% Employee  £109,501 to £164,200 pa 11.4% Employee  £164,201 or more pa 12.5% Employee  14.2% 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 £40.00 for an enhanced level check). | | | | |
| **COLLEGE VALUES** | | | | |
| Promote the College values:  ***(Employees are expected to take responsibility for managing their own health, safety and wellbeing)*.** | | | | |
| **Learning** | **People** | | **Sustainability** | |
| Our delivery will be high quality and innovative with students at the heart of decision making. | We will enable staff and students to fulfil their potential whilst promoting resilience, leadership, accountability and teamwork. | | We will provide a happy, healthy, safe, supportive and sustainable environment in which to live, work and study. | |
| We will advance **FREDIE**:  Fairness, respect, equality, diversity, inclusion, engagement in all we do | | | | |

**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 | |