**JOB SPECIFICATION**



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| **JOB TITLE** | **AREA OF WORK** |
| Accommodation Quality Compliance Officer | Commercial Ventures – Residencies and Cleaning Contract (Preston Campus) |
| **SALARY** | **BENEFITS** |
| £18,015 - £19,240 per annum, relating to qualifications and experience | Local Government Pension Scheme  26 days annual leave, to include up to 5 days to be taken between Christmas and New Year at the direction of the Principal, plus Bank Holidays |
| **LINE MANAGER(S)** | **LINE MANAGER FOR** |
| Accommodation Manager |  |
| **KEY TASKS AND RESPONSIBILITIES** | |
| To support the **Accommodation Manager** with the letting of Student Accommodation. The role’s key focus will be the day-to-day administration around recording and reporting residential maintenance repairs.  To undertake regular audit / room checks to ensure accommodation meets and exceeds regulatory and organisational standards.  To report damage or faults and liaise with the appropriate staff / contractors to ensure repairs are completed to agreed services standards and time frames.  To help manage the accommodation to the required College standards, supporting the financial, lettings and operational budgets and targets and to optimise customer experience.  To ensure that all systems and processes are as efficient, effective and customer friendly as possible. | |
| **ROLE SPECIFIC DUTIES** | |
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| * To assist the Accommodation Manager with day-to-day administration and organisation, relating to the management of accommodation for students and residential conference delegates. * 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 stakeholders. * To liaise with the cleaning contract Site Manager in relation to accommodation and conferencing requirements. * To input and update information relating to residential students on the College Management System, maintaining compliancy with GDPR legislation. * To advise, support and assist applicants and parents/guardians in relation to the online residential application system. * To assist with the allocation of accommodation for full-time students and the weekly allocation of accommodation for block release students throughout the year. * To assist the Accommodation Manager when liaising and negotiating with suppliers, as well as assisting with the monitoring and replacement of furniture and ‘fixtures and fittings’ when required. * To assist with the organisation of, and preparation for, the redecoration of accommodation. * To represent the Accommodation Team at course representative meetings, providing information and advice, as well as following up action points raised. * To maintain up to date knowledge of all regulatory and legislative changes affecting the provision of residential care (for example, changes to National Minimum Standards, legislation, new regulations, etc.) * To represent the Accommodation Team at Course Advice Mornings and promote the College accommodation to prospective applicants. * To have a flexible approach to working hours; being available at weekends, evenings and during the holiday periods, when necessary, to issue keys and deal with ‘front of house’ accommodation queries. * To assist with the checking and processing of invoices relating to accommodation. * To liaise with the Estates Team, to ensure that students are kept up-to-date about ongoing maintenance and repair requests (within the halls of residence) that have been reported to them. * To help manage residential ‘Check In’, ‘Check Out’ and key management, ensuring that students return keys promptly and follow instructions for arrival and departure. * To liaise closely with internal teams (such as Finance, Admissions and Catering) to maintain efficient working practices during the student application cycle - surrounding elements such as application status, bursary applications and fee payments. * Provide a high standard of customer service and communication, communicating with external agencies where necessary. * Respond to emergencies both during and out of working hours. * Support Ofsted inspection, QAA Review, Matrix accreditation and other inspection / audit / accreditation activity, as necessary. | |
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| Duties |
| * You 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.  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. |
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**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*** | |
| GCSE English & Maths at Grade C/4 or above (or an equivalent standard) (A/I)  Evidence of continuous professional development (A/I)  Competent in ICT (A) | Safeguarding and equality, diversity and inclusion training (A)  Evidence of working within an educational establishment (A/I)  Experience of working in accommodation lettings, whether a hotel, student accommodation or a similar environment. (A/I) |
| ***General Intelligence*** | |
| Excellent organisational skills (A/I/P/T)  Ability to communicate effectively, both verbally and in the written word, and via electronic methods/media (A/I/P/T) |  |
| ***Special Aptitudes*** | |
| initiative (I)  Ability to prioritise (I)  Good listener (I)  Good communicator (I) | 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*** | |
| 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 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 Quality Compliance Officer | Commercial Ventures – Residencies and Cleaning Contract (Preston Campus) |
| **SALARY** | HOURS OF WORK |
| £18,015 - £19,240 per annum, relating to qualifications and experience | 37 hours per week |
| ANNUAL LEAVE ENTITLEMENT | PENSION |
| 26 days annual leave, to include up to 5 days to be taken between Christmas and New Year at the direction of the Principal, plus Bank Holidays | 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). | |

**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 | |