

Job Description

August 2021

Accommodation Officer

Context

INTO is an organisation working in partnership with leading British Universities and investing in the development of world-class international student centres. It specialises in preparing students for undergraduate and postgraduate study in the UK. Our Centres deliver guaranteed progression onto leading British undergraduate and postgraduate courses. Each INTO Centre is managed by a joint venture management board in which INTO and the partner university are equal shareholders.

Reporting Line

The Accommodation Officer reports to the Head of Student Services and Systems.

Job Purpose

To effectively allocate residential and homestay accommodation, and to ensure a positive student experience.

Key Accountabilities

- Allocate students to residential and homestay accommodation using Room Service and ensure modifications to Room Service and contracts following changes to study plans. Maximise the occupancy rates of INTO's accommodation and follow-up no shows.
- Ensure adequate information is provided to all students/agents/hosts pre-arrival regarding confirmation of booking, key collection, and residency rules. Respond promptly to all enquiries from students, parents, hosts, agents and regional managers.
- Oversee arrival and departure processes and maintain record / archive of contracts and notice forms. Assist the Head of Student Services and Systems with arrival and checking-in of students, in addition to ensuring preparation of keypacks, and welcome packs.

To co-ordinate departures for residential and homestay accommodation and transfer to/from homestay and private accommodation. Gather and analyse student feedback during departure process.

- Produce regular status and occupancy reports, in addition to other requested management information. To provide Centre staff with turnover reports and room allocation listings. To provide Exeter City Council with occupancy reports.
- To provide accommodation welcome talk during student inductions.



- To attend (and minute where appropriate) meetings e.g. OOH Team meetings, student disciplinary meetings, Staff/Student Liaison meetings.
- Working closely with the Head of Student Services and Systems, effectively manage the Out of Hours (OOH) Team:
 - Maintain the OOH Handbook and provide orientation and training for new Resident Mentors and Residence Wardens.
 - To agree the rota and annual leave, and arrange cover.
 - To supervise the OOH Team in promoting the welfare and good order of students in residences by maintaining and reviewing the OOH Log.
 - To support the Head of Student Services and Systems in the completion of the OOH Team performance review process.
- Duties with regard to homestay accommodation include:
 - To advertise and appoint new homestay hosts following review of applications and property inspections; to conduct re-visits.
 - To be aware of relevant legislation and ensure compliance e.g. DBS checks, annual gas certificate checks etc. and maintain records of compliance. To follow INTO terms and conditions and procedures.
 - To work effectively with homestay hosts on all relevant accommodation-related issues and to support students whilst living in homestay accommodation.
 - Liaise with Finance regarding payments to host families.
- Some out of office hours and weekend working is a requirement of this post e.g arrival and departure weekends, and homestay host inspections and re-visits. The role requires provision of emergency out of hours assistance and support where required, including to the OOH Team.

Your job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request. We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working.

Location

At the partner University (where the INTO Centre is located).

This role meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment will be subject to a criminal record check from the Criminal Records Bureau before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.