Accommodation Coordinator
Directorate of Estates & Campus Services

Closing date: 20 November 2017
Interview date: 14 December 2017
Vacancy reference: 6165
INTRODUCTION

Within the Directorate of Estates and Campus Services, Space Management undertakes three vital functions for the University Community.

Accommodation Services act as landlord for 5,900 on-campus bedrooms in nine college communities. Timetabling Services manage the academic timetables for some 25,000 staff, students and visitors taught across a suite of 500 spaces. Audio Visual Services design and support all technology located within teaching, learning and meeting spaces.

A vacancy for an Accommodation Coordinator has arisen within Accommodation Services. Accommodation Services consists of a team with an Accommodation Manager, Deputy Accommodation Manager, Accommodation Coordinator (this role) and three Accommodation Administrators. In addition to the Space Management Front of House team, they work together to provide a high quality service to students.

This vacancy has arisen from an internal promotion within the University and may be suitable for an existing member of University staff as a secondment opportunity. Applications for secondment opportunities would need the agreement of your current Head of Department at the point of application.

Stephen Talboys,
Director of Estates and Campus Services
Main purpose of the role

In the role of Accommodation Coordinator, you will work with and motivate colleagues to provide a high quality accommodation service to students and staff. You will lead, coordinate and deliver day to day operations for the Accommodation Services team, handling escalated issues from colleagues and to be a recognised specialist in allocated areas. You will also take a lead in assigned projects to deliver service enhancements, and review and improve existing processes. On occasion, the post holder may be called upon to deputise for their manager(s).

All Space Management colleagues provide cover and support for all team members within the group of services and wider directorate as required.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

- To assist in the management, delivery and ongoing maintenance of a Residential Accommodation Service through the use of core Space Management tools and systems
- To support an efficient day to day service provision for accommodation applications to deliver optimum occupancy
- To provide expert advice and guidance to team members and University colleagues on accommodation processes and procedures
- To manage allocated team members and ensure service level and customer service standards are met
- To provide information and guidance on internal standards and policies to ensure a consistent approach, operating to the international ISO:9001 standards framework where relevant
- To maintain good customer service for all customers; current or potential residents, parents, staff and external partners.
- To support day to day operations including responding to email and phone enquiries, student allocations and system configuration.
- To take a lead role in managing a number of accommodation work streams, reporting on progress regularly and delegating to, or working with colleagues where appropriate
- To plan and deliver service enhancements and required training and supporting documentation
- To analyse and report on datasets and produce ad-hoc statistical and management information reports as required, to feed into future planning processes
- To develop relationships and liaise with directorate and staff across the University and external partners.
- To take a lead role in managing accommodation projects, report on project progress through agreed reporting lines and evaluate and disseminate project outcomes in a range of formats e.g. presentations, meeting attendance etc.
- To provide recommendations and undertake implementation actions within area of expertise and knowledge
- To provide a point of escalation for other members of the team, to advise and resolve queries or complaints
- To assist with workload allocation across the team
- To deputise for the Accommodation manager(s) when necessary
- To be flexible with working hours when required, especially at the start of academic terms and between August and October when there is a high volume of work dealing with the new student intake. This will involve weekend working during peak times and to support Open Days and Post Offer Visit Days. Holidays are restricted during key periods.

JOB DESCRIPTION

At a glance

**Salary**  £24,983—£30,688 Per year

**Hours of work**  Full-time (37 hours per week)

**Contract type**  Fixed term 12 months

**Based at**  Heslington Campus
## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>5 GCSEs at Grade C or above, or equivalent, including English and Maths</td>
<td>Essential</td>
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<td>Educated to degree level, or equivalent</td>
<td>Desirable</td>
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### Knowledge

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<th>Knowledge</th>
<th>Essential / Desirable</th>
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<tr>
<td>An understanding of the Data Protection Act</td>
<td>Essential</td>
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<td>Knowledge of all Microsoft Office applications, particularly Word, Excel, PowerPoint</td>
<td>Essential</td>
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<td>Knowledge of the Google suite of applications, particularly Sheets, Docs and Drive</td>
<td>Desirable</td>
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<td>Knowledge of student accommodation issues within Higher Education</td>
<td>Desirable</td>
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<td>Knowledge of the student journey through Higher Education</td>
<td>Desirable</td>
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### Skills, abilities and competencies

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<th>Skills, abilities and competencies</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Ability to demonstrate good troubleshooting and problem solving skills</td>
<td>Essential</td>
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<td>Able to multitask and work through various issues simultaneously</td>
<td>Essential</td>
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<td>Confident negotiator - able to initiate discussions and follow through to point of conclusion</td>
<td>Essential</td>
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<td>Ability to communicate effectively with a variety of people - face to face, by telephone or in writing</td>
<td>Essential</td>
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<td>Ability to adapt to changing priorities, and work accurately under pressure to meet tight deadlines</td>
<td>Essential</td>
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<td>Ability to work independently and as part of a team</td>
<td>Essential</td>
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<td>Proven ability to handle challenging enquiries and stressed people sympathetically and in a professional manner</td>
<td>Essential</td>
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<td>Accurate data input skills and ability to work with a high consequence of error</td>
<td>Essential</td>
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PERSON SPECIFICATION

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<tr>
<th>Experience</th>
<th>Essential/Desirable</th>
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<tr>
<td>Experience of delivering/coordinating an excellent level of customer service to a range of internal and external customers</td>
<td>Essential</td>
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<td>Experience of handling and resolving escalated queries or complaints</td>
<td>Essential</td>
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<td>Experience of using multiple IT systems simultaneously to input and extract information</td>
<td>Essential</td>
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<td>Experience of analysing data and presenting summary information in a clear and concise format</td>
<td>Essential</td>
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<td>Experience of supporting and training other staff with standard systems and procedures</td>
<td>Essential</td>
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<td>Experience of working with accommodation software packages e.g. Kinetic Solutions</td>
<td>Desirable</td>
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<td>Experience of system configuration; making system changes to support the business need</td>
<td>Desirable</td>
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<td>Experience of the SITS student records system (or other student database)</td>
<td>Desirable</td>
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<td>Experience of delivering a service within a higher education context</td>
<td>Desirable</td>
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<th>Personal attributes</th>
<th>Essential/Desirable</th>
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<tr>
<td>A commitment to delivering a high quality customer focused service</td>
<td>Essential</td>
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<td>Excellent relationship builder</td>
<td>Essential</td>
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<td>Proactive communicator, both within the team and with colleagues in other departments</td>
<td>Essential</td>
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<td>Able to adapt to changing priorities to support team members at short notice</td>
<td>Essential</td>
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<td>A willingness to learn new technologies</td>
<td>Essential</td>
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<td>A demonstrable willingness to engage with continuing professional development</td>
<td>Essential</td>
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Additional personal attributes

The Directorate of Estates and Campus Services (DECS) has developed a set of core values that promote dignity and respect for all. All members of DECS are expected to adhere to these values and therefore the following personal attributes are essential. A full copy of our values can be found on our website: [DECS values](#)

- Be honest, consistent and fair in all dealings with colleagues and be welcoming and inclusive to others. Essential
- Have strong team spirit and pride in your standard of work. Essential
- Value colleagues and support their commitment to behaviour that is consistent with DECS core values. Essential
Our mission within the Directorate of Estates and Campus Services (DECS) is to create an excellent environment in which to live and learn.

Our role is 'to provide services and facilities to the core business of the University and the wider University community'. We monitor service levels, ensuring that we deliver these safely, to a high quality, and in a timely manner to meet the University's operational needs.

DECS is split into 5 main areas of service delivery:

**Estates Operations:** Are responsible for the maintenance of the University's Buildings and Grounds, meeting environmental sustainability objectives including the efficient provision of utility supplies and the management of the University's property portfolio. Estates Operations ensure that the University's Estate meets statutory compliance requirements.

**Estates Development:** Manage new building projects and the refurbishment of existing buildings to meet the needs of the University.

**Facilities Service Delivery:** Provide operational services including cleaning, receptions, mail room services and telephony.

**Space management:** Oversee the allocation of University space through managing the University's residential accommodation service, learning spaces (timetabling, room bookings and audio visual technology), space audit and planning activity.

**Administration services:** Operate the Facilities Helpdesk and provide services for recruitment, training and general administration in support of the other DECS teams.

The overall service levels are monitored by our Facilities Managers who provide the link between DECS service providers and University Departments.

DECS is the largest of any of the University Departments and we appreciate that successful service delivery can only be realised through motivated staff. To this aim DECS has developed a set of core values that promote dignity and respect for all. All members of DECS are expected to adhere to these values. A full copy of the values can be found at: [DECS Values](#).

Finally DECS is developing a Quality Management System that will promote an environment that encourages continuous improvement. All members of DECS are encouraged to examine the services we deliver and look at ways of making them better and more efficient.
THE UNIVERSITY

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and one of just six post-war universities which appear in the world top 100 (2013-14) and 15th in the Times & Sunday Times league table (2016). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University aims to offer a nurturing and supportive environment as an employer. Flexible working hours, nursery facilities, childcare vouchers, cycle to work scheme, generous holidays and an attractive pension scheme all make the University of York one of the region’s leading employers.

For further information please visit our employee benefit pages
**The City of York**

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles - just a few of the many attractions.

But York isn’t just a great place to visit - it’s also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit [www.visityork.org](http://www.visityork.org) for more information on the city of York.

**Shopping, culture and entertainment**

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

**Housing and schools**

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

**Great location**

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

**Yorkshire**

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 6165
- Complete the online application form

You will need to submit your completed application by midnight (GMT) on 20 November 2017

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

Help and assistance

Direct any informal queries to charley.bayley@york.ac.uk

If you have any questions about your application, contact the HR Services team:

  recruitment@york.ac.uk
  +44 (0)1904 324835