Job Title: Accommodation Manager

Department: Housekeeping

Responsible to: Housekeeping Manager

Purpose of Job:

The Accommodation Manager has overall administrative responsibility for the College’s accommodation service for all members of the College. The College’s accommodation includes undergraduate and postgraduate rooms across the Old House and Leckhampton sites. The Accommodation Manager will work collaboratively across college departments to ensure their areas of responsibility work seamlessly alongside other aspects of college life, with the role being pivotal in working between Tutorial, Housekeeping, Maintenance, Conferencing, Porters, Finance, Alumni and Development, and the Master’s Office. The Accommodation Manager works as part of a team with the Deputy Housekeeping Managers to ensure that college accommodation is presented and maintained to a high standard.

Duties and responsibilities:

Managing residential student accommodation

• Ensure that student rooms are appropriately allocated and managed (the final responsibility for the allocation of student rooms rests with the Senior Tutor).
• Liaise with the Tutorial Office Manager and staff, the Tutors, Dean and College Nurse, and any other relevant staff to help resolve student accommodation issues.
• Respond to residential enquiries regarding room allocation, moves, intermissions and licences and manage any changes.
• Manage the allocation of rooms to undergraduate and postgraduate freshers at the start of the academic year.
• Manage student accommodation requests and occupancy during vacations.
• Be familiar with, and develop a detailed knowledge of the College’s accommodation stock throughout the estate in order to respond accurately to enquiries and to facilitate effective delivery of the role.
• Ensure the College’s database on room information is accurate and updated regularly.
• Ensure tenants are kept informed of any refurbishments or impact of service provision to their rooms, in liaison with relevant College departments.
• Work with the JCR to implement the outcome of their room ballot process.
• Work with the MCR to facilitate their accommodation allocation and room moves.
• Maintain room band information (in consultation with the JCR and MCR), contract dates and types and occupancy information for budgeting and billing purposes.
• Provide information to the JCR and MCR accommodation web pages to ensure information is accurate, helpful and up to date.
• Work with the MCR and JCR to ensure that the rooms database provides up to date and relevant room information.
• Ensure that the accommodation service provided is inclusive, with proactive attention to the needs of tenants with additional needs or disabilities.
• Maintain, update and develop the Student Accommodation Handbook.
• Build up a detailed knowledge of the College’s stock of accommodation and advise on rental pricing and contractual terms and conditions.
• Form strong relationships with the Porters’ Lodge, Housekeeping, Maintenance, Tutorial, Admissions, Conference and Events, and Development teams and other staff to ensure that rooms are appropriately prepared for occupancy.
• Arrange with Housekeeping the readiness of rooms for known arrivals, and, where possible, to ensure emergency room availability for unexpected events such as unexpected arrivals or rooms required due to maintenance issues.
• Coordinate periods where maintenance, deep cleaning and statutory compliance checks can be carried out.
• Take part in the auditing of bedrooms with the Housekeeping Manager and Deputy Housekeeping Managers and oversee an efficient and effective room inventory system.
• Work with the Housekeeping team and Head Porter to implement the Damage to College Property Policy.
• Manage the process of reviewing student licences, and those for external guests, to ensure clarity, legal compliance of tenancy agreements and contracts and best practice.
• To communicate relevant information (including last minute alterations) to College departments ensuring that the information is sufficiently detailed, accurate and prompt to enable necessary planning and preparation to be carried out prior to an event.
• Coordinate feedback from students on the accommodation and follow up any resulting actions.

Fellows’ and College Guest accommodation
• Manage all College and Fellows’ Guest Room bookings, process payments where applicable (the final responsibility for the use/allocation of Fellows’ Guest rooms rests with the President; for College Guest Rooms with the Senior Tutor).
• Ensure visitors are provided with pre-arrival information and manage any feedback.

Data Management- Kinetics
• Oversee the administration of all accommodation for students in conjunction with the Head Porter, Housekeeping and the Maintenance Supervisor.
• Ensure that all working procedures for the KX system are adhered to.
• Ensure that KX is being used in conjunction with current GDPR legislation and relevant College policies.
• Use the KX system to provide reports on room usage, occupancy and financials as required.
• Ensure any breaches in GDPR are reported to the relevant college officer in a timely fashion.

Compliance
• Ensure that the accommodation is managed in line with the ANUK Code of Practice and oversee self-assessment and verification on behalf of the College. Manage the ANUK Action Plan on behalf of the College. Complete ANUK training and organise training for relevant departments to complete as required.
• Ensure all licensing objectives are followed in line with law and college policy.
• Work closely with the Health and Safety Adviser to ensure all documentation relating to accommodation is up to date.
• Communicate with the Maintenance Team regarding ongoing building and maintenance works to enable them to be effectively planned around the occupation of accommodation.
• Ensure adherence to the provisions of Fire & Health and Safety legislation and regulations.

Other duties
• Liaise with the Master’s Office to ensure that Fellows’ room moves – including Visiting Fellows – are appropriately managed (please note that the allocation of Fellows’ rooms is the sole prerogative of the Master).
• Support and contribute to the development of the College’s accommodation strategy – working with the Housekeeping Manager, Clerk of Works and Domus Bursar to make recommendations of areas for refurbishment, and suggest prioritisation.
• Manage ad hoc requests for accommodation from visiting academics and students, including exchange students.
• Review and update processes and procedures to ensure continuous improvement in tenant and guest satisfaction.
• Manage the accommodation budget in line with the agreed rental income, minimising vacancies and managing any rebates.
• Act as the ANUK lead for the College, overseeing the College’s compliance with the Code of Practice throughout College accommodation.
• Operate with a high degree of professional autonomy and personal responsibility.
• Attend Domus Committee and Minor Works Committee.
• Work with other Cambridge College Accommodation Officers to share best practice.

Health and Safety

• All staff must adopt a responsible and proactive attitude towards health and safety and to comply with any procedures as required by the College in order to ensure the health and safety of themselves, their colleagues and any other persons that may be affected by their actions. They must be prepared to undertake any training provided in relation to health and safety or which is identified as necessary in relation to their work.

College Staff Values

• To uphold the College Staff Values: Excellence, Collaboration, Respect and Creativity.

The above is not an exhaustive list and the post holder may be expected to undertake other related duties as required by the Housekeeping Manager. The list of duties may be subject to revision at the end of the probationary period.

**Person Specification**

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<tr>
<th>Education/Qualifications</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Degree educated or equivalent</td>
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<tr>
<th>Knowledge/Experience</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Experience in a student or customer facing role</td>
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<td>Experience of working in a College or Higher Education setting</td>
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<td>Experience of working in an accommodation related role</td>
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<td>Experience of managing an accommodation refurbishment project</td>
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<td>Experience of writing Committee papers and of presenting to a diverse stakeholder group with tangible outcomes</td>
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<td>Working knowledge of ANUK</td>
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<td>Experience of working autonomously and able to exercise own decision making</td>
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<td>Working knowledge of relevant H&amp;S standards for residential accommodation</td>
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<td>Demonstrable experience of developing an accommodation or equivalent project</td>
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<td>IT Skills</td>
<td>Skills</td>
<td>Physical/Special Requirements</td>
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| • Confident IT user, including Microsoft Excel, with ability to produce useful reports from datasets | • Excellent verbal and written communication skills including in report writing  
• Excellent literacy and numerical ability including the preparation of budgetary material  
• Attention to detail  
• Demonstrable ability to identify problems and to develop and implement solutions | • Due to the age and layout of the College, there are a number of steep staircases and areas of restricted access.  
• This role requires the postholder to inspect accommodation across multiple sites on a regular basis, which will require climb flights of stairs at regular intervals.  
• The position requires flexibility during certain period of the year, when the postholder’s presence is required |
| • Knowledge of Kinetics                       |                                                                        |                               |
This job description will be reviewed periodically when additions and amendments may be made.