

JOB DESCRIPTION & PERSON SPECIFICATION

Post	Accommodation Assistant
Department	Accommodation / Home Bursary
Reports to	Accommodation Manager
Job grade	Grade 5: £29,959- £35,116 p.a
Date	June 2025

Job Purpose

The role of the Accommodation Department within the College community is crucial for anyone living, working or visiting Worcester College. The Accommodation Office oversees the core accommodation service from initial enquiry through to check-in, compliance, query resolution, complaints and service improvement. The team delivers services to a broad remit of Fellows, staff, students and prospective students.

Key Responsibilities

The job holder will be responsible for:

- Maintaining a high standard of customer-focused communication at all times.
- To assist with all aspects of student accommodation queries and requests and liaising with key colleagues.
- Assist with the preparation and distribution of license agreements and electronically file signed agreements for all Undergraduate and Graduate students.
- To assist with student departures/arrivals each term, liaise with all relevant departments and ensure clear communication is passed on to all departments involved.
- To assist with vacation residence applications, sending out all relevant documentation and collating information for processing vacation residence applications.
- The candidate will work closely with students, Fellows, Housekeeping, Maintenance, Lodge and Finance Department and other members of the College.
- To assist with organising the student room draw for Undergraduates, going into their second and third year.
- To assist with annual accommodation, roll over and the allocation of Fresher accommodation post A level results
- To assist with ensuring that bedrooms are correctly equipped for incoming students.
- To ensure that bedroom room condition reports are distributed and processed at the beginning of occupancy and that student room inspections are completed at the end of each

term.

- To ensure that the Room booking system, currently Kinetics/Kx, is updated at all times with room bookings for Undergraduates, Graduates, Fellows and Staff.
- To assist with purchasing furniture under supervision from the Accommodation Manager.
- Answer any enquiries about rooms and availability of accommodation.
- To manage and keep a record of all the accommodation inventory and stock level of furniture.
- Assist the Accommodation Manager and other departments with planning, whereby rooms are periodically and systematically refurbished, by identifying needs and scheduling room occupancy to allow for void time when refurbishment can be carried out.
- Maintain accurate council tax for all College properties, liaising with City Council and other external bodies where required.
- Assist the Accommodation Manager in developing protocols for standards for room management.
- Provide financial information to assist the Accommodation Manager when preparing budgets.
- Co-ordinate the submission of a range of accommodation related annual/periodical updates or returns required by but not limited to; College Handbooks, UUK, CUBO, FOI, HMRC.
- Ensure that all occupancy data for all student and staff bedrooms and office accommodation, on the College's Kinetics database is accurate, up to date and available for the benefit of other departments.
- Complying with health and safety guidelines and legislation at all times.

General Obligations

On a personal basis you are expected to:

- Take responsibility for your own personal development and be willing to undertake training to improve your personal performance and knowledge.
- Provide the highest quality services and work to continually improve standards.
- Understand your responsibilities under Worcester College's policies and procedures and ensure that you comply with them.
- Perform duties not specifically identified in the job description but which are in line with the general responsibilities of the post.

The job description may from time to time be amended by the College and in addition to the duties set out in it you may, from time to time, be required to undertake additional or other duties within your professional capabilities as are necessary to meet the needs of the College.

Person Specification

Candidates will be assessed on the basis of the criteria set out below and should ensure that their application provides evidence of how they meet the criteria. Examples of relevant experience need not be just from work, candidates may wish to give examples from study, voluntary work or skills gained in their family or social life.

Criteria	Essential	Desirable
Knowledge and Qualifications		
A good standard of education.	√	
A working knowledge of organising student or customer facing services within a Collegiate setting.		√
Experience		
Experience of accommodation service and/or the provision of excellent customer service, ideally within the education sector or on a multi-site basis.	√	
Experience in developing and implementing improvements to procedures.	√	
Experience of using room management database systems such as Kinetics KX.	√	√
Proven experience of managing and maintaining relationships with a wide range of internal and external stakeholders.	√	
Proven experience of working under pressure, prioritising work and meeting deadlines.	√	
Skills and Competencies		
Excellent interpersonal and communication skills (oral and written), including telephone manner.	√	
Excellent track record of outstanding levels of customer care.	√	
Excellent IT skills including a high level of competence in using Microsoft Office, particularly Microsoft Outlook, Word, Excel and databases.	√	
High level of accuracy, attention to detail and excellent administration.	√	
Ability to work within budgets and to apply financial control measures.	√	
The ability to remain calm and polite under pressure.	√	
Ability to exercise discretion, tact and confidentiality.	√	
Personal qualities		
Ability to work independently, without supervision.	√	
Ability to work flexibly and as a part of a team.	√	
Empathy with the ethos and objectives of the College.	√	

Demonstrable problem-solving skills.		
Able to develop strong working relationships at all levels and communicate with a wide range of people.	√	