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| **Job Title:** | Accommodation Advisor x 2 |
| **Reference No:** |  |
| **Reports to:** | Deputy Accommodation Services Manager |
| **Responsible For:** | N/A |
| **Grade:** | Grade C |
| **Working Hours:** | 37 hours per week (In a 5 over 7 day pattern) |
| **Faculty/Service:** | Estates & Facilities  |
| **Location:** | Halls of Residence (Clanny House, Panns Bank, Scotia Quay) |
| **Main Purpose of Role:** | To provide support for the planning and delivery of Accommodation Services to residents of the University of Sunderland. To support with ensuring the smooth and effective running across the service. To work as part of the wider team undertaking a number of duties including providing pastoral care and welfare support to students, working with colleagues across the university to deliver a great student experience.  |
| **Key Responsibilities****and Accountabilities:** | * Directly responsible to the Deputy Accommodation Manager in the day-to-day management and operation of the accommodation sites including: pastoral care and welfare support and signposting for residential students and customers; allocation of bed spaces within the framework of the allocation policy.
* Assist in the implementation of Health, Safety and Environmental policies.
* Support the site's maintenance programme, conducting room inventories and inspections and reporting/recording of all defects.
* Stock management.
* Dealing with and investigating informal complaints from students.
* Assist with the co-ordination of the Residential Assistant team.
* Responsible for the co-ordination and allocation of student, commercial and short stay room bookings using specified business systems.
* Liaise with University Marketing, Finance and Student Support Services when necessary and maintaining records where required.
* Provide attendance at University Open Days.
* Provide support to the accommodation management team to ensure a professional and efficient service is maintained, including data input, filing, dealing with suppliers and updating and producing financial information.
* Providing a professional front-line customer service.
* To respond promptly and proactively to queries and requests, from internal and external sources.
* To exchange information and build and maintain relationships with colleagues and external contractors.
* To understand and support a culture which supports University priorities including responsiveness and excellence in customer service; ownership of actions; adaptability and a ‘can do’ attitude; strong communication; innovation; inclusiveness; collaboration and team working.
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| **Special Circumstances:** |  |

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| Part 2A: Essential and Desirable Criteria |
|  | ***Essential*** **Qualifications and Professional Memberships:*** This role is subject to a DBS check.
* Educated to GCSE or equivalent in English and Maths.
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| Knowledge and Experience:* Experience of working in a student or other customer focused environment
* Experience of working as part of an effective team as well as on own initiative
* Good ICT skills, in particular the use of Microsoft Office (Word, Excel, Access, PowerPoint and Outlook)
* Demonstrable experience of effective planning and organisational skills, as well as strong attention to detail
* Excellent interpersonal skills and the ability to communicate clearly, orally and in writing
* Strong problem-solving skills, use of initiative, time management skills and strong attention to detail
* Ability to work under pressure and flexibly in a busy and dynamic environment
* Experience of working with young people
* Experience of report writing.
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| ***Desirable*****Qualifications and Professional Memberships:** |
| **Knowledge and Experience:*** Experience of working within Higher Education and/or and education environment
* Experience of using Compass, Room Service, Salto and Plannon systems
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