

Candidate Information

Position: Head of Accommodation
School/Department: Student Plus
Reference: 22/109758
Closing Date: Tuesday 3 May 2022
Salary: £53,348 - £61,818 per annum
Anticipated Interview Date: Week Commencing Monday 16 May and Monday 23 May 2022

JOB PURPOSE:

Responsible for the strategic development and management of residential accommodation (student, staff and family) at Queen's to deliver an innovative and responsive operational service to students and customers. The postholder will lead on all matters relating to current and all future accommodation provision ensuring these reflect the University's corporate objectives and add value to the ambitions of the University's Vision.

MAJOR DUTIES:

1. Lead the development, implementation and delivery of the University's Accommodation Strategy in support of the ambitious targets set out within the University's Vision and Strategy 2030.
2. Lead and advise on all matters relating to residential accommodation and guide the formulation of student focused policies and strategies, aligned to supporting the University's corporate objectives. For example, the development of a robust demand forecast and associated student allocation plan which meets student demand, maximises occupancy and supports integration and communal living.
3. Provide visible supportive and inspiring leadership and management to a team of operational managers and support staff, proposing and leading change where required to ensure that services are responsive and customer focused. Set the highest standards of customer care and ensure that staff maintain them.
4. Apply broad knowledge and ensure the continuous review of quality and external benchmarks, particularly in regard to student accommodation trends and innovation within the HE sector (nationally and internationally) to ensure that current and future accommodation solutions are aligned to the market, adding value to the recruitment of new students and the living experience of the residents.
5. Ensure the appropriate expansion of the University's accommodation portfolio including identification of suitable development sites (new build or redevelopment) solely by the University or in partnership with commercial providers, inputting into the design and specification of the accommodation and facilities to ensure that the accommodation composition and design is financially viable and meets the current and future needs and demands of our customers.
6. On behalf of the University identify and negotiate the acquisition and terms of nominations or other legal agreements with private providers, ensuring that specifications and service levels are consistent with the University owned portfolio to provide a broad range of accommodation options at a variety of rent levels. Oversee and ensure the effective monitoring of all such agreements to ensure all lease terms are fulfilled by both parties where there are agreements between the University and private property providers for student accommodation and manage these ongoing relationships to protect the university's interests.
7. Prepare, report and communicate key results, information and specialist information relating to accommodation, clearly and persuasively, with senior University colleagues and at University Committees and Working Groups such as benchmark data, demand analysis, proposed allocation policies, financial performance and rental prices.
8. Manage and be accountable for the efficient and effective management of financial income (circa £18m) and the control of expenditure in line with approved budgets. Advise on adjusting forecasts in response to changing market conditions and other factors. Ensure value for money and increased profitability in all areas under control through effective review and control of all resources including procurement, contract award and management.

9. Responsible for the development, implementation and measurement of effective marketing, communications and strategies which optimise customer expectation and experience.
10. Provide leadership and direction for the delivery and development of accommodation initiatives, improving the student experience and support student attainment including the oversight of pastoral and welfare support and the management of matters related to the discipline of students in residential accommodation.
11. Oversee the delivery of an innovative and diverse residential programme that supports the integration of students within accommodation, taking account of the diverse cultural student mix.
12. Responsible for ensuring the highest standards of operational management of the residential portfolio that delivers high quality operational and administrative management, customer care and statutory / University compliance. For example, reception and reservation facilities and housing services, grounds maintenance, cleaning, safety and security teams.
13. Responsible for IT and other support systems which support the operation of accommodation and accurate reporting to the University. Ensure that systems are maintained to deliver best in class outputs.
14. Work in partnership with senior Estates colleagues to commission and co-ordinate strategic and long-term programmes of maintenance, refurbishment and product specification (forecasting up to 20 years in advance) to ensure that the property portfolio is compliant, well maintained and meets the requirements for all client groups.
15. Lead on the development of a sustainability plan for accommodation that is aligned to the University and Students' Union ambitions and targets and engages student and family commitment.
16. Responsible for the management and oversight of safe, secure and appropriately managed accommodation including, but not limited to, all matters in relation to health and safety management, risk management, business continuity and the plans for dealing with a major incident, in line with University policies and procedures and legislation.
17. Responsible for ensuring the University is compliant with its legal and other obligations as a landlord and provide advice on tenancy/license and other legal matters relating to accommodation as required.
18. As a member of the Student Plus Senior Leadership Team, contribute to Directorate wide planning to support the University's strategic objectives. Deputise for, and represent, the Director at meetings, functions or events as required and undertake any other such duties as may be required within the general remit of the post. Comply with, and actively promote, implementation of the University's policies, procedures and regulations in all matters.

Planning and Organising:

1. Play a lead role within the Directorate, be self-motivated and able to set own work schedule and operate with a high level of independence.
2. Operate within broad guidelines and policies set by the University but have a significant amount of discretion over own work.
3. Lead and manage the implementation of the University's strategy for accommodation and associated business plans, including the development of new and existing accommodation within defined budgets.
4. Oversee the planning and organising of the activities within the Accommodation team to ensure that that work fits in with key points in the University's cycle of business, such as timely decision making relating to the annual rolling lifecycle programme, to enable effective and appropriate approvals and procurement of contractors.

Resource Management Responsibilities:

1. Motivate, mentor and lead the continuous professional development of a large, multi-disciplinary and diverse team, which includes full and part-time staff, as well as temporary and seasonal workers. Ensure that all team members are fully aware of and are committed to the delivery of corporate goals.
2. Provide expertise and direction to the management team in relation to the formation and management of budgets covering maintenance, refurbishment, equipment and labour budgets, typically in the region of £18 million annually

Internal and External Relationships:

1. Advise at senior levels within the University management and governance structure on matters relating to Accommodation.
2. Establish and maintain positive relationships with a wide range of internal and external stakeholders such as external PBMSA operators, Professional Services Directorates and Faculty/School colleagues which support the delivery of an innovative and responsive accommodation service.
3. Build and develop networks with key strategic partners in relation to the provision of student accommodation initiatives.
4. Represent and promote the University's interests in appropriate organisational/professional bodies, nationally and internationally. i.e: ACUHO-I, CUBO, ASRA etc.

ESSENTIAL CRITERIA:

1. * University degree in a relevant business-related field or similar. OR; * The University will also accept evidence of substantial relevant senior management experience within a Hospitality / Accommodation environment as outlined in point 2.
2. * At least 5 years' senior management experience within a Hospitality / Accommodation environment to include:
 - * Evidence of having led and developed a large team of multi-disciplinary staff (50-100).
 - * Evidence of success in delivering (non-financial) results within a customer first environment.
 - * Experience of significant budgetary management and control (£4m+ turnover).
 - * Evidence of introducing and implementing new products, systems and/or procedures.
 - * Experience of writing and presenting reports at a senior management / board level.
3. Ability to demonstrate leadership, commercial awareness and project management skills.
4. Well-developed understanding of regulations and procedures linked to residential operations and implications of non-compliance.
5. The ability to think strategically, problem solve and drive forward positive change management processes which improve performance standards and enhance the customer experience.
6. Ability to identify and deploy appropriate business solutions which optimise management information ie IT and marketing solutions.
7. Excellent oral/written communication and presentation skills.
8. Effective interpersonal skills including motivating, negotiating, influencing and relationship / partner building.
9. The vision, passion and commitment to inspire and motivate others.
10. Ability to work under pressure and to deliver to deadlines.
11. Ability to relate effectively with students, staff and external stakeholders.
12. The role is customer facing therefore it is based on campus.

DESIRABLE CRITERIA:

1. * Postgraduate management qualification.
2. * Experience in managing Student Accommodation at a senior level and an understanding of Housing legislation.
3. * Experience in the development and delivery of Capital Work Programmes.
4. * Experience of marketing a product / service to a young demographic.
5. * Experience of leadership and management within a Higher Education context.