



## Candidate Information

<b>Position:</b>	Assistant Accommodation Manager (Reception)
<b>School/Department:</b>	Student and Campus Life
<b>Reference:</b>	24/112095
<b>Closing Date:</b>	Monday 5 August 2024
<b>Salary:</b>	£33,785 - £38,765 per annum
<b>Anticipated Interview Date:</b>	Monday 18 August 2024
<b>Duration:</b>	Permanent - Full Time

### JOB PURPOSE:

#### BACKGROUND

Queen's Accommodation currently owns and manages a large accommodation portfolio in locations around campus and the city centre for Student, Staff, and Family accommodation; there are currently 3,469 student bed spaces and 90 Staff and Family accommodation apartments. In addition, there are 730 student bed spaces added to the portfolio since September 2023 through a nomination agreement with a private PBSA provider. There is substantial growth in student and staff accommodation planned over the next four years to support the recruitment targets agreed within Strategy 2030.

#### JOB PURPOSE:

Assist the Accommodation Manager with the effective management and operation of the reception services within Queen's Accommodation. They will lead and motivate a growing multi-disciplinary team consisting of Reception and Reservation Supervisors, Reception and Reservation Advisors, as well as responsibility for a small team of Casual Workers, across a wide multi-site accommodation portfolio.

They will be responsible for ensuring a smooth transition for incoming students, managing ambitious occupancy targets, and championing the University's core values by providing consistent and professional high-quality customer service to all students, staff and visitors maintaining a welcoming and safe environment.

#### MAJOR DUTIES:

1. Manage the day-to-day operations of the Accommodation Reception Services including the management of the multi-disciplinary accommodation team. Ensure efficient and professional service delivery is provided and foster a positive and motivated team environment.
2. Champion a collaborative and results-oriented team culture that upholds the University's core values. Play a pivotal role in driving the successful expansion of the team by leading recruitment, onboarding, and integration of new personnel.
3. In collaboration with the Accommodation Manager, develop and implement effective staffing strategies that account for upcoming accommodation projects, considering phasing and budgetary constraints to meet expanding business needs.
4. Oversee staff-related matters, including training, performance management, discipline, grievance procedures, absence management, PDRs, recruitment, and training needs, following relevant University policies. Deal with casual worker performance and conduct issues as required.
5. Develop and implement flexible workforce planning and schedules that optimize staffing levels to consistently meet service demands, accommodate planned and unplanned absences, ensuring resilience in coverage during peak periods.
6. Ensure proficiency in all systems and technologies relevant to the team's roles, including Microsoft Office Suite and various complex management information systems (for room, access control and maintenance).
7. Assist and support the Residential Fees team with credit control activities to ensure timely collection of accommodation fees, minimise debt risk, and achieve financial targets. Develop and implement revenue generation strategies, including staff training on upselling services and initiatives to increase repeat bookings from conference guests and students.

8. Responsible for the bi-annual student and staff accommodation arrival process across all accommodation sites, including developing project plans, collaborating with stakeholders to optimise move-in activities, utilising technology to ensure an efficient and professional check-in experience, and communicating clear and up-to-date arrival information to all residents and staff.
9. Review and enhance customer service standards to consistently exceed UK HE best practices, particularly those outlined in the UUK Accommodation Code. Cultivate a culture of continuous improvement, regularly monitoring team performance and proactively updating procedures and process.
10. Train and lead the team in conducting professional show-rounds of all accommodation facilities across all sites. Ensure all team members possess an in-depth knowledge of each location's benefits and room types to support core events like university open days and school feeder days.
11. Ensure that staff comply with Health and Safety including the safeguarding policy for students. regulations. Ensure incidents/accidents are recorded in an appropriate matter. Participate in quarterly departmental health and safety meetings.
12. Support professional development of the reception teams through on-the-job coaching and targeted learning initiatives designed to promote task innovation.
13. Develop, monitor, and regularly review policies, procedures, quality standards, and performance measures within Reception Services. Ensure these elements align with the University's vision with a commitment to continuous improvement and excellent service delivery.
14. Contribute and participate in project teams focused on planning and operationalising new accommodation developments.
15. Conduct student disciplinary investigations within the accommodation service framework, adhering to Queen's University's conduct regulations.
16. Actively participate in an out-of-hours duty manager rota. When on an allocated duty, serve as the central point of contact and coordination for any urgent issues that may arise outside of regular office hours. Exercise sound judgment, problem-solving skills, and decisive action to effectively resolve or escalate situations as needed.
17. Deputise for Accommodation Manager as and when required. Act as point of contact in Assistant Accommodation Manager's (Allocations) absence to ensure smooth and uninterrupted departmental operations.
18. Perform any other duties as reasonably requested by management.

**ESSENTIAL CRITERIA:**

1. A relevant academic/vocational qualification (e.g., A-Levels, NVQ 3, or equivalent)  
OR
2. Candidates who do not have formal qualifications but demonstrate substantial evidence of relevant on-the-job experience, (e.g., a middle management role in an accommodation, hospitality or FE/HE environment involving a team of staff will be considered.
3. Managing large multi-disciplinary team.
4. Able to work in a busy customer facing environment and deal with pressure in calm and confident manner.
5. Proven supervisory/line management skills including overseeing and developing work which will deliver clear outputs and dealing with staff-related issues.
6. Evidence of managing forecasts and controlling budgets and an understanding of financial management procedures.
7. Excellent organisational skills.
8. Ability to plan and schedule workloads and to respond to changing pressures or requirements.
9. Confident in problem solving and managing data to inform decisions.
10. IT literacy and/or ability to use computer package(s) relevant to the area of work.
11. Evidence of legislative regulations pertaining in accommodation and implications of non-compliance.
12. Good oral and written communication skills.
13. Good interpersonal skills, including the ability to persuade, motivate and organise others.
14. Must show initiative, drive and be highly motivated.
15. An ability to deal with issues of confidentiality and sensitive situations.
16. Demonstrate personal resilience, decisiveness, and be able to manage demands to achieve high quality results.
17. Ability and willingness to work flexible hours to meet business needs e (i.e., evening, weekend, public holiday work on a regular basis).

**DESIRABLE CRITERIA:**

1. Relevant postgraduate or professional qualification.
2. Experience of using a room reservation system.
3. Effective communication skills, including the ability to persuade, motivate and organise others.
4. Awareness of key issues, trends, opportunities, and challenges in the higher education sector.

**ADDITIONAL INFORMATION:**

Informal enquiries may be directed to Sinead Magennis at [s.magennis@qub.ac.uk](mailto:s.magennis@qub.ac.uk)