



Job description

London Accommodation Officer (6-month Fixed Term, 0.4FTE)

30 July 2018

Company context

INTO's mission:

Through innovative partnerships with leading universities we expand opportunities for higher education, ensuring success and transforming the lives of our students and staff.

Across the world, there is increasing demand for top quality higher education, with more and more students demanding access to provision beyond their home country. INTO partners with universities in three continents to address this global demand and help transform their international capacity and performance. Since 2006, we have successfully launched 21 partnerships with 19 universities in Europe, North America and Asia. We have enrolled over 50,000 students from 166 countries and now have about 1600 employees, based round the world.

Our website <http://www.intoglobal.com/> has details of how we are organised and our outstanding achievements so far.

Role context

INTO University Partnerships works with leading UK and US universities, investing in the development of world-class international student centres. With a clear focus on and commitment to the delivery of the highest quality of student experience, we specialise in preparing students for undergraduate and postgraduate study at partner institutions and other leading universities in the UK and beyond, and in providing industry-leading English language courses. The post holder will work with our Joint Ventures with University partners in central London and also our independent Centres in the UK, to align accommodation activities with their strategic goals.

INTO has three Centres in central London and the new post holder will work to assist the London Accommodation Manager and the team in the provision and operation of accommodation for INTO City, INTO London World Education Centre and Newcastle University London, which share their accommodation provision.

To support the existing London Accommodation Team during the peak period, we are currently recruiting for a London Accommodation Officer (6-month Fixed Term; 0.4FTE).

Reporting line

The role reports to the London Accommodation Manager

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Job purpose

To support the existing Accommodation Officer and London Accommodation Manager in operating the accommodation allocation database, providing suitable support to students and dealing with any accommodation related queries and issues.

Key accountabilities and duties

Role and responsibilities

- To allocate accommodation for students from all three INTO entities in London and maintain an accurate and up-to-date accommodation database;
- To co-ordinate the arrivals and departures of students in residential and homestay accommodation and liaise regularly with respective accommodation providers regarding student bookings;
- Responding to accommodation related enquires in a timely and accurate manner;
- To deal with student accommodation issues or problems as they arise and report/escalate to the London Accommodation Manager where appropriate;
- To liaise with respective Finance department regarding students' accommodation charges and payment;
- To ensure students receive adequate information and necessary paperwork prior to their arrival;
- To work with accommodation wardens to promote the welfare and good order of students in residences and uphold the Terms and Conditions of the residential agreement;
- To liaise with the cleaning and maintenance staff of each residence to facilitate the delivery of high standards of service to students living in residences;
- To ensure rooms are ready and prepared to good standards before student moving in, e.g. the bedding and/or kitchen packs are placed in the room;
- To monitor the stock of the essentials, such as welcome pack items, bedding and kitchen packs, and put in orders when necessary;
- Provide weekly update to the sales and occupancy of each residence to the London Accommodation Manager;
- To greet and/or arrange the meet-and-greet of new students over arrival weekends;
- To adhere to the Confidentiality and GDPR/Privacy Policies at all times;
- To assist with other areas of student administration where required, including during peak periods such as the induction week;
- To liaise with INTO admissions and admissions finance team for any accommodation related matters

The job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request. We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working.

Location

INTO London MDX Street, 102 Middlesex Street, London, E1 7EZ

Salary

Pay Band	B
Pay Band Salary Range	£19,066 – 26,346

Salary is dependent upon skills and experience. London weighting of 13% applies.

Safeguarding

As part of our safeguarding procedures, applicants are asked to note that:

- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- appropriate suitability checks will be required prior to confirmation of appointment.

This role may meet the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. If so, all applicants who are offered employment will be subject to a Disclosure and Barring Service check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

Please see the next page for person specification...

Person specification

	Essential	Desirable
Legal Status	<ul style="list-style-type: none"> • Appropriate DBS disclosure will be required prior to confirmation of appointment. 	
Education/Qualifications	<ul style="list-style-type: none"> • Proficient in maths • Excellent English • Educated to degree level or equivalent 	
Experience/skills	<ul style="list-style-type: none"> • Demonstrate competent IT skills in Microsoft packages • Excellent interpersonal and oral communication skills - able to work sensitively with different people's needs, excellent customer service and presentational skills • Good written communication skills. • Ability to use initiative • Ability to multi-task and work and stay calm under pressure • Ability to prioritise as necessary and meet deadlines • An organised and methodical work style with an attention to detail • Approachable, warm and friendly • Confident dealing with customers, particularly in difficult situations • Ability to work autonomously and as a part of a team • Ability to be flexible • Ability to communicate and build effective relationships with people at all levels • An interest in other cultures and nationalities • Committed and responsible for promoting and safeguarding the welfare of children and young adults 	<ul style="list-style-type: none"> • Experience of working in student accommodation/housing • Ability to use computerised booking systems • Ability to use databases