1 Advertisement

Post Title: Private Sector and Community Liaison Manager  
School/department: Housing Services  
Division: Estates and Facilities Management  
Hours: Full time, 36.5 hours. Requests for flexible working options will be considered (subject to business need).  
Contract: Permanent  
Reference: 5436  
Salary: starting at £30,046 to £33,797 per annum, pro rata if part time.  
Closing date: 03 March 2021. Applications must be received by midnight of the closing date.  
Expected Interview date: 12 March 2021  
Expected start date: as soon as possible.

This vacancy is only open to those currently employed by the University.

The University of Sussex is seeking an accomplished and experienced housing professional to join the Housing Services Management Team to lead, support and develop our Private sector and community liaison team.

The purpose of the role is to develop a coordinated operational and strategic approach to enhance our private sector advice service for students and to oversee an effective community engagement plan to liaise with members of the wider of the Community of Brighton and Hove in areas densely populated with students living in private rented accommodation.

Taking the team with you, caring for and seeing the potential in everyone is essential.

Please contact Rebecca Nash, Accommodation Services Manager: r.h.nash@sussex.ac.uk for informal enquiries.

For full details and how to apply see our vacancies page

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.
2. **The School/Division**

The University of Sussex Housing Services is responsible for managing the application and allocation process for approximately 5,000 bed-spaces (and rising), all of which is let on a self-catering basis. The majority of the housing is located on the Falmer campus, but there are also a number of properties in Brighton & Hove.

The Housing Services Team also provides an excellent and comprehensive package of support to assist students who will be living in the Private Sector with advice and guidance in navigating their way through the private rental market, providing support and assistance in a friendly and student focused way.

The University has signed up to the UUK Code of Practice for the Management of Student Housing. Emphasis is placed on assisting students in a professional and caring manner.

Please find further information regarding the school/division at [www.sussex.ac.uk/study/accommodation](http://www.sussex.ac.uk/study/accommodation)
3. **Job Description**

Job Description for the post of: Private Sector and Community Liaison Manager

**Department:** Housing Services

**Section/Unit/School:** Estates and Facilities Management

**Location:** 2nd Floor, Bramber House (currently remote)

**Grade:** 6

**Responsible to:** Accommodation Services Manager

**Responsible for:** 4 x Housing Officers – 2 FT, 2 PT

To oversee the management of the package of private sector housing support, advice and services for all students not living in University managed Accommodation. The role holder will also manage the community liaison and community complaints procedure in relation to student housing in the private sector.

Reporting to the Accommodation Services Manager and line managing a small team of 3 FTE staff.

**Specific Duties:**

- Lead and motivate the team to provide an annual programme of private sector advice and services helping students searching for and living in the private housing sector.

- Drive forward excellence in our private sector housing advice service, looking for opportunities to continually expand to meet the expectation of students.

- Keep abreast of relevant changes in the Higher Education and Housing sector which may impact on student accommodation and the services and advice that we offer students.

- Attend appropriate events and training in order to keep abreast of sector developments and expand networks.

- Be the lead institutional point of contact for all housing related community liaison services, leading an advice service for students and members of the local community.

- Attend occasional evening meetings with community groups and represent Sussex at other private sector forums and forward plan team attendance at evening community meetings, making sure resources are provided well in-advance.

- Develop a credible rapport with partners, including the City Council, Landlords, Letting Agents and regulators.
• Lead of the response to feedback from local residents regarding student households in the private rented sector, ensuring the team is monitoring trends and proactively responding.

• Direct Line-manage 4 Housing Officers (3 FTE). This includes completing 121’s, team meetings, appraisals and all other associated HR functions.

• Develop and keep updated an annual operational plan to ensure that all key tasks and objectives are completed on time and delivered to a highly professional standard.

• Lead on the continual development and improvement and digitalisation of the Private Sector team social media presence.

• Lead on the administration of the University Rent Guarantor Scheme for students.

• Ensure all communications and advice, including publications and social media is in line with current housing legislation and common sector practises.

• Proactively develop processes for information sharing in line with GDPR regulations.

• Oversee the development of and provision of regularly updated management statistics.

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

Further Information

This job description sets out the current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

Because of pressure of work, it will not be possible for the post holder to take more than 2 days annual leave from the middle of August until the middle of October each year.

There are a small number of weekend days that the post holder will be required to work throughout each year.
### 4. Person Specification

#### SKILLS / ABILITIES

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<th>Essential</th>
<th>Desirable</th>
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<td>Experience of leadership of a team with differing objectives and priorities.</td>
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<td>Experience of understanding HR policies and procedures and executing them consistently to continually improve team performance.</td>
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<td>Demonstrate a proven ability in developing effective office processes to improve standards and procedures.</td>
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<td>Demonstrate the ability to work methodically and maintain the highest standards of accuracy and consistency, both in your work and in that of your teams.</td>
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<td>An ability to present with confidence to a range of audiences.</td>
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<td>High standards of written and oral communication including presentation and written skills.</td>
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#### KNOWLEDGE AND EXPERIENCE

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<td>A thorough working knowledge of MS Office (MS Word, Excel in particular). General IT literacy is essential.</td>
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<td>Experience of working in a housing environment, with a sound working knowledge of Landlord and Tenant legislation.</td>
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<td>Experience of working with Community Groups and or Local Government Officers.</td>
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<td>Knowledge of Higher Education trends and demands including private sector housing issues and their impact on students and landlords.</td>
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#### QUALIFICATIONS

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<td>Relevant degree or equivalent qualification or sector experience.</td>
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<td>Membership of a relevant professional institute.</td>
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#### PERSONAL ATTRIBUTES AND CIRCUMSTANCES

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<td>An excellent team leader who is also able to work independently and display initiative and creativity.</td>
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<td>Ability to mediate and remain calm in challenging conversations and meetings.</td>
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<td>Ability to establish good working relationships with colleagues, and communicate with specialists and non-specialists.</td>
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