



1 Advertisement

Post Title: Housing Officer (Private Sector)

School/department: Estates, Facilities and Commercial Services

Hours: full time considered up to a maximum of 36.5 hours

Requests for flexible working options will be considered (subject to business need).

Contract: fixed term until April 2024

Reference: 8448

Salary: starting at £22,254 to £25,627 per annum

Placed on: 20 June 2022

Closing date: 04 July 2022 Applications must be received by midnight of the closing date.

Expected Interview date: 13 July 2022

Expected start date: ASAP

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

Working as part of the Housing Services team, this position will be responsible for the delivery of advice to Sussex Students who do not live in University managed accommodation around successfully renting and living in private sector housing. The post holder will keep up to date with private sector renting legislation and the renting picture in the city and advise students via email, telephone, in-person drop-ins and appointments as well as through projects, events, and workshops. The post holder will also act as the first point of contact in the University for residents in the city who wish to feedback about Sussex student households in their area and will administer the University community complaints process, working with students, residents, and third-party agencies to resolve issues.

Please contact Naomi Barnard - Housing Services Manager (Private Sector and Community Liaison) – n.barnard@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 Housing Services team are responsible for managing the application and allocation process for 5,000 bed-spaces (and rising) all of which are let on a self-catering basis, together with providing a reception point to visitors on campus and support to students living in the private rented sector. Most of the housing is located on the Falmer campus, but there are also a number of properties in the city of Brighton. 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 <https://www.sussex.ac.uk/study/accommodation>

3. Job Description

Job Description for the post of: Housing Office (Private Sector)

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|---|---|
| Department: | Housing Services |
| Section/Unit/School: | Estates, Facilities and Commercial Services |
| Location: | |
| Grade: | 4 |
| Responsible to: Community Liaison) | Naomi Barnard, Housing Manager (Private Sector and |
| Responsible for: | N/A |

PRINCIPLE ACCOUNTABILITIES

- Provide timely and accurate advice and information to students who contact Housing Services via telephone, email or in person about all aspects of renting accommodation privately.
- Lead in the administration of community complaints to the University related to Sussex student households, providing complainants with timely responses, and following the investigation process in a fair and transparent manner.
- Create and deliver workshops and advice events at key periods across the academic year to support students searching in the private rented sector on topics such as searching for properties, budgeting, renting paperwork and obligations and how to be a good neighbour.
- Working with the Private Sector and Community Liaison Manager, administer the Sussex Community Ambassador scheme each Autumn including setting up training, mapping Ambassador routes, ordering equipment and logging feedback.

KEY RESPONSIBILITIES

- Monitor the Housing Services inbox daily for any questions related to private renting and respond to students in a knowledgeable, professional and timely manner.
- Monitor the student rental market in the city for trends in price, demand and practice amongst private providers, letting agents and landlords to be able to effectively advise students.
- Create, advertise and deliver a series of Renting in the City talks to first year students and any other student groups looking for housing across the academic year.
- Develop and deliver housemate finder events, renting workshops and work with relevant University departments and schools to support events with a private sector housing aspect.

- Read tenancy agreements, guarantor agreements and any other renting documentation with students and provide professional advice on the contents, signposting to legal services if required.
- Annually review renting in the city advice publications and website content and update where necessary.
- Host regular drop-in sessions in the Student Centre for students to meet and discuss any renting concerns they may have, advising them appropriately.
- Monitor the Housing Services inbox for any feedback from members of the local community regarding Sussex students living in the city and respond in a timely manner in line with the Housing Community complaints process.
- Meet with student households to discuss relationships with neighbours and provide friendly advice on how to live well in the local community.
- Keep accurate records of all community complaints and monitor trends, feeding back to the Private Sector and Community Liaison Manager regularly.
- Work with relevant University departments, University of Brighton, Brighton and Hove City Council and other third party agencies to reduce complaints about student behaviour in the city.
- Administer the Sussex Community Ambassador scheme, creating rotas, supporting training, collating Ambassador feedback and mapping areas of engagement.
- Support in the administration of the University Guarantor Scheme, ensuring the scheme is ready to launch each year, that applicants have provided all necessary paperwork and information, circulate information to the advisory panel and issue award letters to students and landlords.
- Support the wider Housing team with general enquiries via email and telephone and in taking a turn on the Housing Services reception.
- On occasion, attend evening and weekend events including Renting in the City talks, local community meetings, University open days and move-out/move-in weekends.

Dimensions

- This role does not have any budget responsibility.
- This role does not have any line management responsibility.
- This role does not have any responsibilities for equipment or premises.

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

4. Person Specification

SKILLS / ABILITIES

Essential

Desirable

| | | |
|---|---|--|
| Good organisational skills and attention to detail. | X | |
| Excellent verbal, written and inter-personal communication skills. | X | |
| Proficient IT skills, particularly Microsoft Office and other computerised systems. | X | |
| Excellent customer service | X | |

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| skills. | | |
| Ability to keep calm under pressure. | X | |
| Ability to persuade others. | | X |
| Ability to present confidently to a range of audiences. | | X |

KNOWLEDGE

| | Essential | Desirable |
|--|-----------|-----------|
| Knowledge of current housing legislation. | X | |
| English language proficiency to the equivalent of GCSE English Language grades A-C. | X | |
| An understanding about private rented housing policies and practices as they impact on students. | X | |
| Professional or vocational qualification relating to the role or relevant experience. | | X |

EXPERIENCE

| | Essential | Desirable |
|--|-----------|-----------|
| Experience of working or studying in a higher education environment. | x | |
| Experience of working with community groups. | | X |
| Experience in the planning and delivery of educational events or training. | X | |
| Experience of working in an office-based customer service environment. | X | |
| Experience of working within a housing environment. | X | |
| Experience of using a database system. | X | |
| Experience of providing private rented sector advice. | X | |
| Experience of dealing with complex complaints with a high level of diplomacy and tact. | | X |

PERSONAL ATTRIBUTES AND CIRCUMSTANCES

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|--|---|--|
| Friendly disposition and willingness to work as part of a close-knit team. | X | |
| Ability to stay calm in a busy working environment. | X | |
| Ability to deal courteously with customers experiencing stress. | X | |
| A demonstrable interest in student housing issues. | X | |
| Takes an innovate approach | X | |
| Takes a flexible approach to working hours when needed. | X | |