An exciting opportunity has arisen for a talented individual to join the University of Sussex’s Estates, Facilities and Commercial Services Division to support the continued development of the campus, the facilities and services we provide. This is a challenging role as the University embarks on a journey to transform its estate and provide related services that put the needs of students, staff and visitors at its forefront.

The primary focus of this role is to support the University’s West Slope development, which will have a transformative effect on campus through the provision of new student accommodation and other facilities. There will also be an opportunity to support other high-profile projects within the capital programme, over the course of time.

The postholder will act as a link between students, staff, internal and external stakeholders, being the first point of contact for enquiries and complaints, issuing proactive communications to articulate the benefits of the programme/projects, and providing advance warning of potential disruptions. Whilst the role is based in Estates, there is a strong dotted line relationship with Communications, Marketing and Advancement (CMA).

The postholder will require strong organisational skills, as well as the personal resilience to manage a demanding and fast paced role. The successful candidate at interview will be able to show an aptitude for handling datasets, idea generation and problem solving.

The University of Sussex is a leading research-intensive University near Brighton. We have both an international and local outlook, with staff and students from more than 100 countries and frequent engagement in community activities and services.

For informal enquiries please contact Chris Harrison, Deputy Director of Estates, Facilities and Commercial Services. Email: chris.harrison@sussex.ac.uk

For full details and how to apply see our vacancies page
2. **The School / Division**

Please find further information regarding the Division at [Estates, Facilities and Commercial Services : Professional Services : Schools and services : University of Sussex](#).

3. **Job Description**

**Job Description for the post of:** Senior Communications and Enquiries Co-ordinator

**Department:** Estates, Facilities and Commercial Services

**Section/Unit/School:** Professional Services

**Location:** Bramber House (hybrid working also available)

**Grade:** 5

**Responsible to:** Deputy Director of Estates, Facilities and Commercial Services

**Responsible for:** N/A

**Role description:**

Sitting in a central support function within the Estates, Facilities and Commercial Services Division, with a heavy dotted line to the Communications team, this role will have responsibility for the co-ordination of support, enquiry management, complaints management, and communications. The role will primarily support the West Slope Development (c. 70% of time) as well as a range of projects that fall under the University’s capital programme. This programme seeks to transform the University’s physical and digital estates, as well as the student and staff experience, and the postholder will act as a point of contact and link between students, staff members, internal departments, and external contacts to communicate the benefits of the programme/projects, and provide advance warning of potential disruptions.

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**PRINCIPAL ACCOUNTABILITIES**

1. **Act as the main point of contact for student and student residents’ enquiries and complaints in relation to the West Slope Development and other Estates projects; receiving, managing, and responding to incoming correspondence in a timely, professional, and appropriate manner.**

2. **Support the Accommodation Services Manager in ensuring that annual publications (such as the ‘At home with us’ guide) are up to date with relevant information regarding ongoing projects, impacts and possible disruption.**

3. **Proactively maintain, publish, and disseminate information and appropriate communications to increase the likelihood that on site activities and related**
KEY RESPONSIBILITIES

1. Working as part of a team within the Estates division, and with key interfaces to the Communications Team and Housing Services, the postholder will work to agreed communications plans and within the parameters of the communications strategy for University change programmes, in order to assist with the preparation, dissemination and signposting of critical, proactive and planned communications regarding campus activity and disruption related to the West Slope Development Project and other projects within the Capital Programme that require a hands-on stakeholder management approach (eg Network Replacement Project).

- To help to ensure that timelines and resources are identified, realistic and achievable
- To assist in the preparation of up-to-date information pertaining to the West Slope project, its activities, and any disruptions
- To write straightforward copy for a range of communications media, including emails, web pages, posters, social media etc
- To signpost enquirers to the various means to keep up to date with information pertaining to Estates projects, related activities, and any disruptions
- To manage and regularly review a set of FAQs regarding frequently asked questions/raised issues
- To act as an ambassador for Estates projects, with a focus on customer service and delivery
- To contribute ideas and suggestions for improvements to the processes around stakeholder management and engagement for our campus community

2. Providing support, information and guidance to students, student residents and staff

- To be the first point of contact to receive, manage and respond to enquiries and complaints regarding the West Slope Development Projects and other Estates projects in a helpful and timely way, providing explanations where necessary and knowing when to escalate queries
- To co-ordinate responses to enquiries and complaints that cross multiple service areas within the University
- To offer gestures of solutions to campus residents to reduce negative impact on the student experience
- To provide proactive engagement, eg as part of Residence Life programmes or through events involving other stakeholder groups

3. Understanding the role and remit of Housing Services and to make active use of the University housing rent rebate scheme, where appropriate

- To respond to and accordingly administer any “out of policy” compensation requests with Project Managers/Line Manager as appropriate
- To understand and apply guidance from the Universities UK (UUK) codes of practice to ensure compliance

4. Generating reports from the Housing database, ‘StarRez’, on impacted areas of development
To use the StarRez Housing database to generate reports on impacted areas of campus
To correspond with campus residents directly via the system
To escalate any complaints or communications received as necessary to the Accommodation Services Manager and/or Line Manager

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.

- The post holder reports to the Deputy Director of Estates, they are given clearly agreed responsibilities in specific areas. Their line manager would agree daily/weekly/monthly tasks and duties to achieve their agreed objectives and support the delivery of the University’s goals. The post holder may be expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.

- Support achievement of the Division's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, GDPR, Competition and Markets Authority (CMA) requirements and equal opportunities, as appropriate to grade and role. Additionally, to promote good practice in relation to the University policy, procedure, and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.

- To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

- 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

ESSENTIAL CRITERIA

1. Good secondary education.
2. Effective planning and organisational skills to organise own workload and priorities.
3. Effective oral and written communications skills to work with colleagues and customers providing information and responding to questions and queries.
4. Ability to work flexibly within a small team and on own initiative.
5. Competent IT skills to effectively manager own workload – MS Suite.
ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Excellent writing skills with an ability to communicate effectively with a range of different audiences (residents, broader student base, staff etc)

2. Excellent customer service skills

3. Strong attention to detail and accuracy

4. Ability to use tact and diplomacy when dealing with complaints

5. A proactive approach to communications

6. Ability to promptly action reactive communications as required

DESIRABLE CRITERIA

1. Two years’ experience in a similar role.

2. Two years’ experience working in a university or similar environment.

3. Some design skills would be an advantage, eg basic use of InDesign or similar

4. Experience of using a web content management system