



1 Advertisement

Post Title: Housing IT Systems and Administration Manager

School/department: Division of Estates and Facilities

Hours: Full time 36.5 hours per week. Requests for flexible working options will be considered (subject to business need). Monday – Friday, 80% on Campus, 20% Working from home.

Location: Brighton, United Kingdom

Contract: permanent

Reference: 10699

Salary: starting at £31,411 to £35,333 per annum, pro rata if part time

Placed on: 27 January 2023

Closing date: 23 February 2023. Applications must be received by midnight of this date.

Expected Interview date: to be confirmed

Expected start date: as soon as possible

The University of Sussex is seeking an accomplished and experienced professional systems administrator to join the Housing Services management team. You will lead, support and develop the use of the Star-Rez database used by circa 150 staff members working within the University Accommodation.

This is an opportunity to make your mark in the university sector in a caring, and well-supported department. Taking stakeholders and your team with you, caring for and seeing the potential in everyone is essential.

You will have prior experience of database management, have outstanding interpersonal skills, proven business administration skills and a strong resonance with the vision and values of the University. The role-holder will work collaboratively with partners, internally and externally to oversee and coordinate the day-to-day upkeep of Star-Rez ensuring a seamless and efficient service to all end users.

You will join the service at an exciting time for student accommodation at Sussex, as we continue to refresh and expand our housing portfolio of over 5,000 on and off campus bed spaces whilst safeguarding a quality student housing experience.

Excellent leadership skills, initiative and the ability to communicate effectively, both orally and in writing, are essential, as is the ability to solve problems and make recommendations. A relevant degree or equivalent work experience or recognised qualification in database management is desirable.

Please contact Paul Nann, Accommodation Service Manager p.j.nann@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.

Please note: The University requires that work undertaken for the University is performed from the UK.

2. The School / Division

The University Housing Services team is responsible for managing the application, allocation, and tenancy management of approximately 5,000 bed-spaces (and rising), all of which are 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 the city of 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 department at www.sussex.ac.uk/accommodation

3. Job Description

Job Title:	Housing IT Systems and Administration Manager
Grade:	Grade 6
School/Division:	Housing Services
Location:	Bramber House, University of Sussex Campus
Responsible to:	Accommodation Services Manager
Direct reports:	Office Co-ordinators and Summer Assistants
Key contacts:	Housing Manager (Allocations and Applications) Housing Manager (Tenancy Management) Housing Manager (Private Sector and Communities)
Role description:	To be the super user and main point of contact for the Star-Rez Housing Management system, oversight of all other systems integrated into Housing Services and general office administration.

PRINCIPAL ACCOUNTABILITIES

1. Manage, promote, and maintain high quality Professional Services, engendering a culture of continuous improvement.
2. Lead the operational outputs of a small team of individuals.
3. Ensure compliance with all relevant legislation and University policies, interpreting the same and advising on their practical application.
4. Work in partnership with other key stakeholders to ensure seamless service.

KEY RESPONSIBILITIES

1. Team leadership

- 1.1 Lead a small team consisting of 1/2 Office Co-Ordinators and a small team of temporary summer assistants (annually) to support the achievement of targets and objectives
- 1.2 Allocate available resources to achieve targets and objectives including supporting the selection, induction, performance management and development of team members
- 1.3 Ensure team understanding and application of operational standards are embedded in the methods of working
- 1.4 Support the development of others, providing training and coaching in area of expertise
- 1.5 Foster an ethos of continuous improvement
- 1.6 Lead the administration team in effectively setting up new starters and inducting new members of staff to the housing service.
- 1.7 Leading the team to ensure any bills for payment are completed in a timely and accurate manner.

2. Service Delivery

- 2.1 Working within university policy and procedure, undertake day-to-day local team leadership of the use of systems and databases within Housing Services. Plan and coordinate activities of the team to ensure the achievement of team targets and objectives in relation to the annual accommodation cycle.
- 2.2 Ensure effective systems and procedures are in place to support the seamless delivery of key systems that support delivery of service within Housing.
- 2.3 Support the implementation of improvements to systems and procedures in area of responsibility to ensure effective administration within area of responsibility.
- 2.4 Maintain appropriate records and documentation commensurate with policy and procedure.
- 2.5 Have the technical confidence to provide reports internally and externally as appropriate. To undertake analysis, interpretation, and presentation of standard data to inform decisions related to subject area.
- 2.6 Identify critical issues when resolving problems and use university policy and procedure to support the application of appropriate resolutions.
- 2.7 Lead on the Housing Services complaints process and ensure effective administration from within the team.
- 2.8 Be responsible for keeping the Housing web pages updated and on brand, always looking at ways to improve and update the information provided.
- 2.9 Be responsible for the annual review of the main housing publications, ensure that they are kept up to date and produced in both digital and hard formats.

- 2.10 Assist the Accommodation Services Manager with the delivery of projects such as survey and presentations required for the overall housing team, bringing forward action plans to improve service standards based on results.
- 2.11 Be responsible for leading with the digitalisation of administrative procedures across the housing service.
- 2.12 Take responsibility for creating a regular testing schedule for housing systems to identify potential failures and resolving before impact on service.

3. Policy and Procedure

- 3.1 Work within policy and procedure, providing advice to enquiries on the application of policy/procedure as required.
- 3.2 Contribute to policy decisions and improvement in area of expertise.
- 3.3 Act as key contact in the service for the University DPO, providing timely and accurate response to data subject access requests.
- 3.4 Be responsible for all system upgrades and the interfaces between them, ensuring that all technical requirements are met and that the systems are fit for purpose and that the University databases are used in compliance with data protection legislation and good practice.
- 3.5 Oversight of the Housing Services Rent Rebate policy, and non-rental license related charges, ensuring that any housing related charges or credits are raised on student accounts with accuracy and in a timely manner.

4. Customers and Stakeholders

- 4.1 Proactively work with internal and external stakeholders, colleagues, or students to ensure the effective service delivery, providing data and information to inform decisions as necessary, showing appropriate sensitivity when needed.
- 4.2 Work closely with University ITS teams and systems partners to ensure a smooth operation of associated systems and create a productive and proactive ongoing relationship.
- 4.3 Be the main point of contact for student contents insurance, maintaining a good working relationship with both internal and external partners.

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

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 level of responsibility entailed.

Due to the pressure of work, it will not be possible for the post holder to take more than 2 days annual leave in total from A Level results publication day (mid-August) until 1st October each year.

There are a small number of weekend days that the post-holder will be required to work each year (enhanced pay available).

INDICATIVE PERFORMANCE CRITERIA

- Leading a team of 1-2 permanent staff (and 5 fixed-term summer assistants)

- This job has no budgetary responsibility.
- The post holder reports to the Accommodation Services Manager, working under comprehensive direction within a clear framework the post holder will manage their own work and achieve their agreed objectives. In doing this they ultimately support the achievement of the strategic and operational goals of the University, Professional Services & their Division. 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, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. Educated to degree level or a minimum of three years' relevant sector experience.
2. A practical knowledge and understanding of database management.
3. Effective team leadership skills
4. Good oral and written communication skills with the ability to present information in a way that can be understood the audience.
5. Planning and organisational skills with the ability to delegate to team members where appropriate.
6. Well-developed interpersonal skills with the ability to influence team members, effectively contribute to team working to build and develop working relationships.
7. Analytical skills with the ability to generate effective solutions and make effective decisions
8. Commitment to customer excellence
9. Advanced IT Skills on MS platform and advanced experience using functional databases.

ESSENTIAL ROLE-SPECIFIC CRITERIA

10. High level of IT literacy and ability to learn new software quickly.
11. Demonstrate an ability to manage several concurrent projects and meet tight deadlines.

12. Excellent working knowledge of databases and software and proven track record of being able to extract data and interrogate systems.
13. Demonstrate the ability to work methodically and maintain accuracy and consistency both in your work and in that of your team.
14. An excellent team leader who promotes a high standard of customer service within their team, leading by example.

DESIRABLE CRITERIA

1. Knowledge of the Higher Education sector.
2. Experience using a Housing application management system.
3. Experience of working in an IT related environment.