Residential and Campus Services  
University Housing Services  
Assistant Head of Housing Services (Operations & People Development)  
Full time, permanent  
Requests for job share and part time working also welcome and considered  
Salary range: starting at £32,004 and rising to £38,183 per annum  
Expected start date: asap

The University of Sussex is seeking an accomplished and experienced professional to join the Housing Services Management Team to support, develop and line manage our four housing team managers and to take ownership of the day to day running of the friendly Housing Office within Housing Services, whilst shaping our customer service excellence approach. Working with and deputising for the Head of University Housing Services, and following the recently awarded inaugural Investor in People Silver Accreditation, this is an opportunity to make your mark in the University sector in a caring, and well supported department that is respected by our customers and in the UK and overseas profession.

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

Our ideal candidate will have outstanding interpersonal skills, extensive management experience including HR management, proven business administration skills and a strong resonance with the vision and values of the University. Ideally, you will have experience of running a housing office but this is not essential. What is more essential, is your ability to champion our service, care about our customers (students, residents, landlords, parents, partners, community groups and internal colleagues), maintain high levels of accuracy and attention to detail, be customer focused and personable and have the credibility to constructively challenge and work together to get things done calmly.

The role-holder will work collaboratively with partners, internally and externally to oversee and coordinate the day-to-day work of the four Housing Services teams, comprising 20FTE: (i) Systems & Innovation, (ii) Applications & Allocations, (iii) Headlease Residences & Private Sector and (iv) Communities & Development. Additionally, the role oversees the timely response to feedback from our neighbours, works with Elected Members and identifies new engagement opportunities, shaping a credible customer engagement strategy.

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 5,500 bed-spaces on and off campus whilst safeguarding a quality student housing experience.

Excellent analytical skills, initiative and the ability to communicate effectively, both orally and in writing, are essential, as is the ability to interpret data and excellent IT skills to both solve problems and then to make recommendations. A relevant degree or equivalent work experience is essential and a recognised qualification / background in either marketing, research, project / people management, customer services / HR or housing is desirable.

Closing date for applications: 16 January 2017

For full details and how to apply see www.sussex.ac.uk/jobs

_The University of Sussex is committed to equality of opportunity_
2. **Senior leadership and management**

The Vice-Chancellor (Professor Adam Tickell) is the senior academic officer and, as Chief Executive, is responsible to the University Council for management of the University. He is supported by an executive group which includes the three Pro-Vice-Chancellors, the Registrar and Secretary, the Director of Finance and the Director of Human Resources. The Heads of the Schools of Studies at Sussex report to the Pro-Vice-Chancellors.

The Registrar and Secretary heads the Professional Services of the University. In addition, under the University Statutes, the Registrar and Secretary is Secretary to the University Council. The Director of Finance reports to the Vice-Chancellor. The Director of ITS reports to the Registrar and Secretary, and the Librarian reports to one of the Pro-Vice-Chancellors.

3. **Professional Services**

The Professional Services comprise approximately 750 staff across eleven main divisions. The budget is approximately £12m a year.

Reporting to the Registrar and Secretary, the Professional Services are organised as follows:

- Academic Registry
- Communications & External Affairs
- Development and Alumni Relations
- Health, Safety and Environment
- Human Resources
- Planning, Governance and Compliance
- Research and Enterprise
- Residential and Campus Services
- Student Recruitment and Marketing
- Student Services
- Finance

The University’s professional services also include the Finance Division, with the Director of Finance reporting to the Vice-Chancellor.

The professional services support within each of the eleven Schools of Studies is headed by a School Administrator who reports to their Head of School.

4. **The Department**

The University Housing Services is responsible for managing the application and allocation process for approximately 5,500 bed-spaces (and rising), all of which is let on a self-catering basis, together with providing a reception point to 8,000 visitors annually and direct management of 90 houses across the city. The Service has receptions on campus and 91 Lewes Road and the post-holder will be expected to work across both sites at times. The majority of the housing is located on the Falmer campus, but there are also a number of properties in Brighton & Hove. 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.
JOB DESCRIPTION

Job Title: Assistant Head of Housing Services (Operations & People Development)

Department: University Housing Services

Location: Housing Office, Bramber House

Grade: 7

Responsible to: Head of University Housing Services

Main Purpose:

The role-holder will work collaboratively with partners, internally and externally to oversee, develop, support and coordinate the day-to-day work of the four Housing Services teams, comprising 20FTE: (i) Systems & Innovation, (ii) Applications & Allocations, (iii) Headlease Residences & Private Sector and (iv) Communities & Development. Additionally, the role oversees the timely response to feedback from our neighbours, works with Elected Members and identifies new engagement opportunities, shaping a credible customer engagement strategy.

To manage the four Housing Services team managers, supporting and developing them to reach their full potential and to ensure the smooth running of the Housing Office to ensure that processes operate effectively and that information and advice regarding housing both on and off campus is accurate, timely and appropriate. The role-holder will lead on the service customer service approach, and ensure compliance to statutory requirements, including the UUK Code inspection and other health and safety requirements.

Specific Duties:

Management of resources

1. Be the institutional first point of contact for all housing customer service approach and related advice and systems.

2. Line-manage at least 4 FTE Housing Team Managers and occasional consultancy staff. The number of direct and indirect reports may increase as work levels increase.

3. Manage the daily operation of the Universities on and off-campus housing operational processes, driving forward customer service excellence in all aspects.

4. Support the Head of Housing Services with application forecasting, making strategic recommendations to Chief Officers as the need arises.

5. Develop credible metrics of housing customer service success.

6. Be responsible for ensuring that technical housing advice, particularly about housing tenancy agreements is accurate and up-to-date.

7. Work closely with colleagues from Student Services, Sussex Students’ Union and Sussex Estates and Facilities (SEF) to coordinate and enhance the housing student experience.
8. Assist with the recruitment and then supervise the work of team members.

9. Deputise for the Head of Housing Services, contributing to all aspects of service areas under pressure at certain times of the year, for example, helping to with private sector and headlease property inspections.

10. Attend occasional evening meetings with community groups, and represent Sussex at other private sector forums.

11. Develop a credible rapport with partners, including the City Council, Landlords, Letting Agents and regulators.

**Planning and development of information**

1. Develop and keep updated a housing customer service plan and strategy and deliver an annual report covering the same.

2. Develop a robust set of metrics to track the impact of our housing service and information dissemination and then make recommendations for system improvement to the Head of Service.

3. Forward plan team attendance at evening community meetings, making sure resources are provided well in-advance.

4. Proactively develop processes for information sharing.

5. Oversee the development of and provision of regularly updated management dashboards.

6. Work with the Deputy Housing Services Manager (Systems) to schedule in system upgrade and business process improvements to maximise effectiveness.

7. With the Head of Housing, contribute to the development of the housing aspects of the University master-plan and other developments.

**Customer experience**

1. Identify who our customers are, via marketing segmentation analysis, and then ensure that our activity is appropriately focused around each

2. Map the housing customer experience, from enquirer through to applicant, identifying the communications that are received at each point in the journey and interaction with each system to make recommendations for development.

3. Deliver insights to inform Housing Services practice to use this insight in appropriate ways, and ensuring that interaction and communication from the systems sit alongside a range of other marketing activities via a range of other channels, in the context of University guidelines.

4. Build relationships with stakeholders, champion our service, and welcome feedback and both be challenged challenge others constructively to get things done effectively,

5. Develop buy in from internal and external contacts to re-shape activity to ensure our customer service approach enhance their experiences.

**Reporting and Analysis**

1. Develop a framework for analysis and evaluation of housing advice afforded.
2. Oversee and enhance a private sector complaints and feedback database to produce quarterly reports to senior managers.

3. Solve problems efficiently, including 'on-the-spot' and more strategically, by having the technical confidence to challenge system based advice from external partners effectively.

4. Work with partners, including the City Council and Brighton University to address complaints, share intelligence and take a coordinated approach to make the best use of our limited resources.

5. Have the confidence to deputise for the Head of University Housing Services amongst Chief Officers to persuade, convince and constructively challenge to safeguard the housing experience.

Be an expert in the field and maintain up to date sector knowledge

1. Drive forward excellence in our housing service and contribute to an expanding, successful and high profile housing service.

2. Keep abreast of relevant changes in the HE sector which may impact on student accommodation.

3. Develop and maintain professional networks within the sector, including representing the Housing Services and external fora.

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

5. Contribute to the development of a robust and broad housing private sector social media package.

6. Deputise for the Head of University Housing as needs arise.

7. Project manage agreed system development and other projects to enhance the housing experience.

8. Represent the University at external events and present papers as appropriate.

9. Maintain good relationships with external organisations and collaborate on projects.

Work effectively in the team

1. Understand how Housing Services activity contributes to the University’s strategy for growth and operational activity.

2. Work closely with Housing Officers to support and inform service delivery.

3. Facilitate and enable access to information across the team, and system continuation.

4. Encourage and support best practice via support to staff, training, presentations, workshops and personal advice.

5. Work closely with relevant colleagues to provide specialist advice regarding student accommodation specific and related system requirements.

6. Ensure that the university databases are used in compliance with data protection legislation and good practice.
7. Help the Head of University Housing Services deliver training workshops, induction guides and training manuals, ensuring compliance with statutory requirements and reporting.

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 annual leave of longer than two days during September and the first two weeks of October.

Jan 2011, updated December 2016

Person Specification: Deputy Housing Services Manager (Systems)

SKILLS / ABILITIES

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<tr>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Line Management skills</td>
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<td>Budget management and the ability to create a business case for the expenditure</td>
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<td>A thorough and specialist understanding of developing effective office processes</td>
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<td>The ability to deal with a range of large and complex databases, with a flexible approach to problem solving.</td>
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<td>Ability to work methodically and maintain highest standards of accuracy, consistency and thoroughness.</td>
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<td>An ability to communicate complex data analysis methodology and findings to senior management and colleagues across Professional Services.</td>
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<td>Well-developed administrative and organisational skills with real attention to detail and an ability to manage several concurrent projects and meet tight deadlines.</td>
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<tr>
<td>A creative and innovative approach to strategic and operational thinking and problem solving, the post holder will also require the ability to persuade others of the merits of an evidence-based approach to student housing.</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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<td>Ability to remain calm in a demanding work environment.</td>
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### KNOWLEDGE

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<tr>
<td>A thorough working knowledge of MS Office (MS Word, Excel in particular). General IT literacy and familiarity with the internet is also essential.</td>
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<tr>
<td>Expert knowledge of student accommodation property management systems.</td>
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<td>Knowledge of Higher Education trends and demands.</td>
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<td>Knowledge of private sector housing issues as they impact on students and landlords.</td>
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### EXPERIENCE

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<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Experience of working in a housing, IT, or project management setting in Higher Education.</td>
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<td>A knowledge of Project Management techniques and experience of planning, managing, and delivering related projects on time and to budget.</td>
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<tr>
<td>Experience of using at least one of the following five systems to an advanced level or experience of using comparable IT Systems or databases: (i) StarRez, (ii) STEMS, (iii) WPM Online Shop (iv) Agresso (v) Student Pad.</td>
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### QUALIFICATIONS

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<tr>
<td>Relevant degree or equivalent qualification</td>
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<tr>
<td>Project management qualification, e.g., Prince II, Marketing, MBA, or equivalent experience</td>
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<td>Membership of a relevant professional institute</td>
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<tr>
<td>Relevant postgraduate qualification or be working towards the same</td>
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### PERSONAL ATTRIBUTES AND CIRCUMSTANCES

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<tr>
<th>Essential</th>
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<td>A good team player who is also able to work independently and display initiative and creativity.</td>
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<td>An approachable person, who customers and team members can turn to for advice and support.</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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<td>Ability to prioritise workload appropriately.</td>
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<td>Ability to perform routine tasks accurately together with strategic thinking higher level concurrently.</td>
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Date May 2016; updated December 2016