

1 Advertisement

Post Title: Housing Officer (Postgraduate Applications and Allocations)

School/department: University Housing Services

Hours: Full or part time hours considered up to a maximum of 36.5 hours per week. Requests for flexible working options will be considered (subject to business need).

Core working hours for the service are 09.30am-4.30pm, Monday-Friday

Contract: Permanent

Reference: 6937

Salary: starting at £22,254 to £25,627 per annum, pro rata if part time

Placed on: 12 October 2021

Closing date: 2 November 2021. Applications must be received by midnight of the closing date.

Expected Interview date: 15/16 November 2021.

Expected start date: ASAP

The University of Sussex would like to recruit a Housing Officer (Postgraduate Applications and Allocations). We are looking for a friendly, pro-active and organised person to be our Housing Officer, with responsibility for processing, via a database system, housing applications and allocations for postgraduate students to Sussex and to support the wider allocations team with the processing of application and allocations from other groups. The post holder will work closely with both the Housing Officer (Undergraduate and Specialist Groups) and the Housing Officer (Applications and Allocations).

Housing Services is an accredited Investor In People department at the University of Sussex and the four teams that make up the service care very much about the student housing experience in the same way that each team member cares about each other.

The successful post holder will join the service at an exciting time for student accommodation at Sussex, as we continue to expand our housing portfolio on our campus.

The Housing Services Department is busy, so the post holder will need to handle a variety of tasks simultaneously, remain calm, be reliable and demonstrate excellent time management skills. You will be supported by a dedicated and friendly team.

Please contact Jason Lucy, Housing Services Manager (Applications and Allocations) – J.J.Lucy@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 Department

The University Housing Services is responsible for managing the application and allocation process for approximately 5,000 bed-spaces, all of which are let on a self-catering basis to Sussex students. The majority of housing is located on our Falmer campus, with some accommodation also located in Brighton and Hove.

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

The University is 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 Description for the post of: Housing Officer (Postgraduate Applications and Allocations)

Department:	Housing Services
Section/Unit/School:	Estates, Facilities and Commercial Services
Location:	The role is defined as a campus worker with a minimum of 80% of hours spend working on the Sussex campus, with a maximum of 20% of hours worked at home.
Grade:	4
Responsible to:	Housing Services Manager (Applications and Allocations)

Allocation of University Residences

1. Assisting the Housing Services Manager with the allocation of rooms to new students, taking the lead in the allocation of postgraduate students and supporting allocations team colleagues in the allocation of undergraduate students, visiting students, specialist groups, summer schools and students with specific health needs, taking into account housing policy and guarantee, student preference and availability of housing and liaising with other departments as necessary;
2. Raising rental and other accommodation related charges to students' accounts, ensuring accurate charges are raised and liaising with student accounts teams where necessary;

3. Maintaining the postgraduate waiting list for accommodation for non-guaranteed applicants ensuring that empty rooms are allocated in a fair and transparent manner, referring to the Housing Services Manager where appropriate;
4. Administering swaps of accommodation between student residents and terminations of tenancies, ensuring that the correct paperwork is completed, housing policy is adhered to and the correct changes are made on the StarRez accommodation booking system;
5. Liaising regularly with building managers and porters to keep track of empty rooms, keys and other concerns;
6. Working with the Housing Services Manager to annually review all application information related to postgraduate students including the online application portal, University webpages and accommodation handbooks;
7. Representing Housing Services at postgraduate open events to inform attendees about the application process and discuss accommodation with prospective students;
8. Collecting proof of sponsorship information from supported students and keeping accurate records related to their housing application.

Reception and Information Provision

1. Dealing with reception, email, telephone calls, and social media queries about student housing in a friendly and professional manner, referring on when appropriate and liaising with other university departments as necessary;
2. Providing general information and advice about University owned housing and informing enquirers about the University housing policy;
3. Providing explanations of University rent and other housing charges and tenancy termination clauses when required;
4. Replying promptly to queries about the progression of an individual's housing allocation, taking into account General Data Protection Regulation;
5. Hosting appointments with postgraduate students where appropriate to give in person, one-to-one support with their housing application and allocation.
6. Take a turn at assisting with cover at University open days and applicant visit days, which take place at several weekends throughout the year.

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 in total from A level results day in August until the end of September.

The post-holders will be required to work occasional evenings and weekends for which pay at an enhanced rate will be provided.

The Housing Services team as classed under the University remote working framework as 'Campus Workers' spending a minimum of 80% of time based on campus, with an option of 20% working from home - days and times of which are based around service requirements

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 skills	X	
Ability to keep calm under pressure	X	
English Language and Mathematical ability to the equivalent of GCSE grades A-C	X	
Professional or vocational qualification relating to the role or relevant experience		X
Ability to clearly present advice to an audience in an engaging manner		X

KNOWLEDGE

	Essential	Desirable
Knowledge of current housing legislation		X
An understanding about the key issues facing student housing	X	

EXPERIENCE

	Essential	Desirable
Experience of working in a higher education environment		X
Experience of allocating accommodation.		X
Experience of working in an office based customer service environment	X	
Experience of working within a housing environment		X
Experience of working with housing applicants with specific needs		X
Experience of using a database system	X	

PERSONAL ATTRIBUTES AND CIRCUMSTANCES

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 and empathetically with customers experiencing stress	X	
A demonstrable interest in student housing issues		X
Is willing to help out team members and work hard to maintain a positive atmosphere at all times.	X	
Demonstrate an interest in continual learning and development	X	
Takes an innovate approach		X
Takes a flexible approach to working hours.	X	