

UNIVERSITY OF SUSSEX

1 Advertisement

Post Title: Summer Housing Assistant x 2

School/department: Housing Services

Hours: full time hours up to a maximum of 36.5 hours per week. Requests for [flexible working](#) options will be considered (subject to business need).

Core Hours between 09.30am and 4.30pm

Contract: Fixed term contract till Friday 14 October 2022

Reference: 7749

Salary: starting at £19,623 per annum (Full time)

Placed on: 10 June 2022

Closing date: 14 July 2022. Applications must be received by midnight of the closing date.

Expected Interview date: to be confirmed

Expected start date: ASAP

This vacancy is open to University of Sussex graduates and/or students who will be graduating in June 2022 in any discipline.

The University of Sussex Housing Services is seeking to appoint a friendly and organised individual to the role of summer Housing Assistant, supporting the team in delivering our summer allocations and arrivals period. The post holder will help coordinate housing enquiries via telephone, email, social media, and our reception desk, helping applicants, students, agents, parents and current residents.

You will work with a small team of Housing Assistants to provide support to the Housing Team across our busy summer period, also assisting with private sector advice events for students.

We are looking for someone with enthusiasm and a willingness to pick up new information quickly, and impart this to others. Taking initiative where appropriate to support our students and the wider housing team is important and an ability to ask questions to get the correct support for students is imperative.

We receive a high volume of emails and telephone calls over the summer period, which Housing Assistants will primarily be responsible for. A key part of the role will be helping to provide advice to our students around the allocation of accommodation, and seeking accommodation in the private sector. Full training and support will be provided.

You will need to have excellent organisational, communication and customer service skills and an ability to remain calm in a busy environment. Members of the wider housing team may on occasion ask Housing Assistants to get involved in other projects outside of general enquiries.

You will join a friendly and committed team of housing professionals at a time of growth and investment in our housing portfolio of around 5000 bed-spaces on our campus and across the city.

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 team are responsible for managing the application and allocation process for just over 5,000 bed-spaces (and rising), all of which is let on a self-catering basis, together with providing a reception point for 8,000 visitors annually. 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.

3. Job Description

Job Description for the post of: Summer Housing Assistant

Department: Housing Services

Section/Unit/School: Facilities, Estates and Commercial Services

Location: Level 2, Bramber House, Sussex University Campus

Grade: 3

Responsible to: Housing Services Manager (Systems and Administration)

Main Purpose: To provide administrative support to the University Housing Services Team and to assist with the general day to day work of the Housing Services Department, ensuring that our customers are dealt with promptly and professionally.

Specific Duties:

1. Providing a friendly and professional advice service by way of email, telephone, social media and reception duties to all student enquiries relating to the application and allocation of University managed accommodation.
2. Preparing references upon request about our residents from Landlords and Letting Agents for those seeking private rented accommodation;
3. Opening and distributing incoming mail;
4. Filing, shredding and archiving student application forms as appropriate;
5. Assisting with updating the landlord database and disseminating information about private sector accommodation when required;
6. Updating computerised records using specialised housing and university software, and updating manual records relating to students living in University managed accommodation;

7. Assisting with providing cover at University open days, private sector advice events and other office duties (weekend working will be occasionally required, e.g. Welcome Weekend)

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 the pressure of work, it will not be possible for the post holder to take more than two days leave in total from A level results day in August until the end of September.

5. 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	X	
Excellent customer service skills	X	
Ability to relate well to students in times of distress.	X	

KNOWLEDGE

	Essential	Desirable
English language proficiency to the equivalent of GCSE English Language grades A-C	X	
A Sussex graduate or	X	

graduating in June 2022		
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EXPERIENCE

	Essential	Desirable
Experience of working in a higher education environment		X
Experience of working in a customer service environment	X	

PERSONAL ATTRIBUTES AND CIRCUMSTANCES

	Essential	Desirable
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	

March 2022

The University is committed to equality and valuing diversity, and applications are particularly welcomed from women and black and minority ethnic candidates, who are under-represented in academic posts in Science, Technology, Engineering, Medicine and Mathematics (STEMM) at Sussex.