



St Antony's
College
UNIVERSITY OF OXFORD

Job Description

Job Title:	Accommodation Manager
Accountable to:	Head of Operations
Accountable for:	Head Housekeeper and Accommodation Coordinator
Hours:	35 hours per week.
Grade:	6

Overview of the role

The role is to positively contribute to ensuring a consistent, high-quality experience for students and guests. It encompasses the management of all accommodation requirements, including the 260 bedrooms, ensuring compliance with the UUK Accommodation Code of Practice (ACOP) and College regulations. The role holder will be expected to deliver exceptional standards of presentation, cleanliness, maintenance and student and guest services in all residential, conferencing and office accommodation.

The Accommodation Manager will lead, support and manage the Accommodation Coordinator and the Head Housekeeper, ensuring that all accommodation management tasks and housekeeping services are executed to high standards. You will be expected to keep abreast of relevant legislation and collaborate closely with relevant teams to maintain the integrity of accommodation services.

A key aspect of the position is achieving income and budgetary targets in respect of student accommodation, and in so far as possible support conference, summer school and commercial bookings without impeding the College's academic activities.

You will be expected to work on some weekends, including departure weekend (normally in June) and arrival weekend (in early October) as well as ad hoc weekends or evenings to welcome conference guests alongside the Events Team as appropriate.

Main Responsibilities:

Management

- Line manage the Accommodation Coordinator and Head Housekeeper, and provide effective management to the whole team. This will include:
 - Ensuring that student accommodation and guest room bookings are managed efficiently and effectively
 - Supporting the Accommodation Coordinator to address accommodation-related queries from students and guests
 - Managing the Head Housekeeper to ensure that high standards of cleanliness are maintained throughout the College
 - Supporting the Head Housekeeper in their day-to-day management of the Housekeeping Team, including recruitment
 - Providing guidance and direction to both direct reports in their roles.
 - With the support of the HR Manager will address any underperformance where necessary.
- Promote a culture of diversity and inclusion within the accommodation and housekeeping teams, ensuring that all staff feel valued and respected.
- Manage supplier contracts for housekeeping and accommodation e.g. laundry, window cleaning, pest control and waste management contracts, working with the Head Housekeeper on the delivery. Ensuring quality of service, value for money and compliance with the College's procurement policy.

Accommodation Management

- Manage the allocation of student accommodation in accordance with the UK Accommodation Code of Practice and College policies, working with the Academic Office or other teams as required to ensure the College meets the needs of all its students.
- Ensure that rooms are clean, well presented and appropriately equipped.
- Ensure the Licence to Occupy is up to date, compliant with legal advice and fit for purpose, seeking advice from colleagues as needed.
- Ensure the timely execution of room ballots and that all contracts are signed prior to occupancy.
- Review and where possible streamline processes and service standards, monitoring performance and making improvements when needed.
- Become the expert on the accommodation system, working with the supplier where improvements are needed and supporting the Accommodation Coordinator to make best use of it.
- Working with the Maintenance Team, make effective use of the maintenance and housekeeping system for reporting issues and breakages, supporting your team to do the same
- Ensure timely communication of information to residents, for example about planned or reactive maintenance.
- Manage informal complaints about accommodation and housekeeping in line with the College's Complaints Procedure, liaising with other teams (e.g. welfare or maintenance) as

required, ensuring the complainant is kept up to date, and resolving matters where possible or escalating to the Head of Operations.

- Escalate relevant issues (e.g. damage to College property) to the Dean in a timely fashion. Preparing all relevant information for the Dean to make informed choices.
- Maintain accurate and up-to-date room lists for workrooms in the system, managing leases, billing processes where relevant and ensuring accurate reporting on workroom occupation.
- Supported by the Head Housekeeper as appropriate, organise the replacement of soft furnishings, furniture and kitchen appliances when needed, ensuring this is done with approved suppliers, within budget and within an appropriate timeframe.
- Audit all rooms over the summer period for inventories, safety, upgrade requirements, cleanliness and preparation for student occupancy
- Work with Estates team to identify required accommodation refurbishment requirements, in particular furniture and fittings upgrades to College premises.

Legislation and Compliance

- Keep up to date with legislation and regulatory developments affecting higher education accommodation and ensure the College's compliance, liaising with colleagues as required.
- Oversee the effective implementation of the College's student storage policy.
- Ensure that the Housekeeping Team maintains full compliance with COSHH and Health and Safety regulations, and that the Head Housekeeper keeps accurate records in this respect.
- Lead initiatives to promote health and safety within the housekeeping team, including ensuring they are trained on emergency procedures and safe handling of chemicals.
- Conduct, or support the Head Housekeeper to conduct, risk assessments related to housekeeping operations, implementing any actions arising or necessary safety measures.
- Under the guidance of the Head of Operations, draft and implement relevant policies related to your areas of work.
- Actively promote best practice in sustainability with students and staff, especially by recycling.

Reporting and Financial Management

- Oversee the production of Rent Reports for the Accounts department, ensuring accurate and timely billing of accommodation.
- Ensure the preparation of accurate invoices, with correct treatment of VAT, and that all financial documentation meets required standards.
- Supported by the Head of Operations, set and manage the departments budget, ensuring active monitoring of costs and that expenditure remains within budget.
- Provide reports to colleagues and stakeholders as required.
- Responsible for getting value for money using College policies on procurement for Accommodation contractors, such as laundry, furniture supplies, window cleaning, agency staffing. Support Head of Operations in tendering of services where required.

Any other duties as may be required by the Head of Operations.

Person Specification

Essential

- Skills to manage the department and promote a collaborative environment
- Management experience within the hospitality or accommodation industry, or within a relevant Higher Education context
- Strong administrative experience in a relevant context
- Strong knowledge of relevant health and safety policies and compliance requirements
- Ability to communicate clearly, orally and in writing, and to work effectively with other departments
- Friendly, professional and approachable with excellent interpersonal skills and an ability to deal tactfully and sensitively with a wide range of people
- Ability to drive a customer focussed team
- Proficient in data management and excellent IT skills, especially with MS Office programs, and a willingness to learn new packages
- Strong organizational skills with the ability to prioritize multiple demands effectively
- Flexibility, with the ability and willingness to adapt as requirements change, and the ability to respond positively and calmly to varying workloads and able to work well under pressure
- Able to provide excellent customer service
- High degree of accuracy and attention to detail
- Self-motivated and proactive
- Highly numerate and have an understanding of financial information
- A collaborative, inclusive and positive team member who enjoys working with colleagues at all levels, but is also able to work well independently
- Willingness to work outside core hours (weekends), particularly around beginning and end of the Academic Year

Desirable

- Experience of working in an educational environment
- Sympathy with the values, ethos and objectives of a small, international community
- Good knowledge of ACOP
- Good understanding of Kinetics accommodation system and ability to implement upgrades when required