

JOB DESCRIPTION

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| Job Title: | Accommodation Manager (Maternity Leave Cover) 12-month FTC |
| Direct report(s): | Student Accommodation Co-ordinator Reservations Executive |
| Job Grade: | 4 |
| Responsible to: | Domestic Bursar |

Overall Objective

Responsible for the overall management of the Accommodation Team and for all procedures and systems supporting the delivery of accommodation services. This includes oversight of accommodation for Fellows, undergraduate and postgraduate students at Keble College and the H B Allen Centre (HBAC); EMBA and MMPM students at HBAC; and all commercial group, bed and breakfast, and guest/alumni bookings. The role also encompasses management of the Kx accommodation system, maintenance and production of reports for ACoP, and the regular review and updating of accommodation-related web pages to ensure accuracy and compliance.

Key Responsibilities (Student Accommodation):

Manage Student Accommodation

- Manage and lead the Accommodation team effectively to maximise occupancy year-round and meet agreed financial targets
- Work closely with key University and College stakeholders, including the Academic Office, to plan, manage and control room occupancy
- Take overall responsibility for accommodation related communication, ensuring all student enquires are handled professionally, efficiently and in a timely manner
- Liaise with students and the relevant College departments to understand individual preferences and ensure any additional or welfare related requirements are identified, communicated and appropriately addressed
- Review, update and issue student licence agreements, and oversee appropriate action in cases where accommodation breaches occur
- Manage the room allocation processes to ensure allocations are fair, transparent and consistently applied
- Act as the primary liaison with student accommodation representatives, ensuring accommodating date is accurate, up to date, and compliant with College GDPR policies
- Manage the waiting lists, taking ownership of decision making to ensure outcomes are fair and reasonable, involving Student Support and the Academic Office where appropriate
- Ensure systems and procedures are in place and adhered to for the collection and refunding of monies, such as charges to student accounts for damages/additional charges
- Manage vacation residency processes, including contracting students, confirming application outcomes by agreed deadline, ensuring required information is complete and applying charges accurately
- Identify areas of risk within the portfolio and find creative ways to mitigate them, contributing to the College's Business Continuity Plan and ensuring continuity of service delivery
- Work closely with all departments to ensure the best service and quality is provided to our students, Fellows and guests
- To be the systems/KX super-user, identifying efficiencies and leading staff training across all departments (including providing some on-the-job training to other users)

Room Bookings (Outside Core Students)**Additional room bookings for SCR/Fellows, EMBAs/MMPM students, B&B, and groups**

- Manage all additional bookings for SCR/Fellows, EMBA and MMPM students, bed and breakfast guests, and group booking across a diverse customer base
- Oversee and co-ordinate all booking enquiries, ensuring effective room management and maximum occupancy
- Maintain accurate diaries for workspaces and rooms to support effective space planning and utilisation
- Ensure all website content is accurate, up to date, and delivers a high-quality customer journey
- Actively manage and engage with multiple booking platforms to optimise occupancy and revenue
- Identify new business opportunities and develop, manage, and sustain relationships with existing clients to generate additional bookings
- Work collaboratively with internal departments to prevent space conflicts and ensure seamless co-ordination of all bookings
- Work closely with the Conference team to ensure the smooth running of meetings and events with bedrooms allocated

General:

- Lead and manage the Accommodation Team to deliver a high-quality, customer-focused service for students, staff, and stakeholders
- Handle accommodation-related complaints professionally and effectively, identifying root causes and implementing service improvements
- Manage bookings sensitively and strategically, ensuring appropriate prioritisation of key groups and individuals
- Produce and present regular occupancy and performance reports across all accommodation areas, using insights to drive continuous improvement
- Ensure full compliance with GDPR and all relevant legislation relating to both commercial bookings and student accommodation
- Act as a professional ambassador for the College, delivering tours and promoting excellence in customer experience at all times
- Ensure compliance with all Health & Safety legislation and Approved Codes of Practice (ACOP)
- Maintain accurate records for applicants, students, and guests, in line with the Data Protection Act and College policies
- Collaborate effectively with departments across the University and actively engage with collegiate networks to share and adopt best practice
- Demonstrate flexibility in response to the evolving needs of the College, fostering a collaborative and inclusive working environment
- Undertake any other duties appropriate to the role, as required by the College

Authority limit: £1,000 with higher costs requiring counter-signature of Domestic Bursar.