

Person Specification
Accommodation Manager

Skills & Experience

Essential:

- Proven experience working as an Accommodation Manager within an Oxford College or a university-based establishment
- Demonstrable experience using the full Kinetic Solutions system package
- Significant, hands-on experience managing accommodation allocations at scale
- Experience managing and maintaining large volumes of data across an organisation
- Strong people management and leadership experience, with a proven ability to motivate and inspire teams to achieve departmental objectives
- Excellent stakeholder management and customer service skills, including experience handling and resolving complaints
- Experience supporting a diverse customer base, including tenants with complex or additional needs
- Knowledge of current landlord and tenancy legislation, guidance, and best practice, including of the Renters' Rights Act
- Advanced IT skills, with strong proficiency across Microsoft Office applications
- Experience working effectively across functions, with excellent attention to detail
- Ability to analyse and interrogate data to inform decision-making and evidence service improvements
- Strong financial awareness, with the ability to manage budgets and resources effectively
- A detailed understanding of accommodation provision, with a commitment to knowing the service 'product' in depth

Desirable:

- Experience producing written reports and delivering presentations to senior management

Qualifications and Training

Essential:

- Previous experience of using Kinetic Solutions or a similar system and a willingness to become a system super-user