

JOB DESCRIPTION
College Residence Officer, Student Based Services
Vacancy Ref: N345

Job Title: College Residence Officer	Present Grade: 6
Department/College: Accommodation - Colleges & Student Life	
Division: Student Services	
Directly responsible to: Residence Manager	
Supervisory responsibility for: Occasional temporary staff	
<p>Other contacts</p> <p>Internal: The post holder is required to liaise with a wide range of administrative and support staff including:</p> <ul style="list-style-type: none"> • College staff and JCR • Facilities: Maintenance, Cleaning and Security • International Office • Students' Union • Student Registry • ISS • Finance • Safety Office • Admin and Academic staff in Faculties • Admissions <p>External:</p> <ul style="list-style-type: none"> • UPP maintenance and admin • Accommodation staff across institutions • Overseas agencies • Banks • City Council • Parents • International Study Centre 	
<p>Major Duties:</p> <p>Provide a friendly, professional and customer orientated frontline service to students using own initiative when dealing with enquiries or tasks. This includes:</p> <ul style="list-style-type: none"> • allocation of rooms to students in accordance with University policy • working to ensure residents' understanding of and compliance with residence terms and conditions • dealing with all accommodation enquiries and helping resolve any problems or complaints • liaison with College staff to promote well being of students and prevent anti-social behaviour; on occasion liaison with other departments to help resolve issues <p>Financial management including:</p> <ul style="list-style-type: none"> • invoicing and monitoring of rent and other payments; contacting students in arrears, applying late payment charges and maximising rental income. • ensuring deposits are collected and fairly applying any damage charges <p>Day to day management of the College residences to ensure that their condition is maintained:</p> <ul style="list-style-type: none"> • in year room inspections and involvement in end of year room checks 	

- efficient identification and reporting of maintenance and cleaning issues
- compliance with health and safety regulations
- liaison with Facilities Maintenance and Cleaning department and the University's partner company UPP to ensure maintenance of the asset.

Ensuring that residential information is accurately recorded on the management system and producing reports as required on, for example, room availability.

To execute any duties that may reasonably be expected of the post holder at the request of the Residence Manager or Head of Department, including cover for other areas when required.