

**JOB DESCRIPTION**  
**Administrative Assistant**  
**Vacancy Ref: N2326**

<b>Job Title:</b> Administrative Assistant	<b>Present Grade:</b> 4
<b>Department/College:</b> Accommodation	
<b>Directly responsible to:</b> Departmental Officer	
<b>Supervisory responsibility for:</b> None	
In line with University policy, the successful candidate may be required to complete an 18 month administrative Training Programme as a requirement of this position. Time will be allocated during office hours to achieve this.	
<p><b>Other contacts</b></p> <p><b>Internal:</b></p> <p>The post holder is required to liaise with a range of Professional Services staff including:</p> <ul style="list-style-type: none"> <li>• Colleges</li> <li>• Students' Union</li> <li>• The Base and Student Wellbeing Services</li> <li>• Facilities Marketing and Communications teams</li> <li>• Facilities Maintenance and Cleaning</li> <li>• Global Recruitment, Admissions and Outreach</li> </ul> <p><b>External:</b></p> <ul style="list-style-type: none"> <li>• Lancaster City Council Housing &amp; Health Services</li> <li>• Parents</li> <li>• City Centre accommodation providers: private property landlords and purpose built student accommodation providers</li> <li>• National Landlords Association</li> <li>• Lancashire Police and Fire Services</li> <li>• External marketing companies and partners</li> <li>• UPP</li> <li>• International Study Centre</li> </ul>	
<p><b>Major Duties:</b></p> <p>Provide efficient administrative support for day to day operation of central Accommodation Team, including:</p> <ul style="list-style-type: none"> <li>○ Maintenance of all central filing, management and administrative systems</li> <li>○ Co-ordination of annual room check project assisting with recruitment, training and resourcing</li> <li>○ Maintaining Accreditation Scheme management system, including re- advertising of properties, uploading of related documents to system and website</li> <li>○ Assist with preparation of reports and management information</li> <li>○ Scheduling meetings and taking minutes</li> <li>○ Coordinating in-year access to accommodation e.g. for Applicant visit days, open days or maintenance</li> </ul>	

Assist Accommodation Team in promotion, marketing and advertising of the Lancaster University accreditation scheme and University managed accommodation. This includes:

- Managing social media platforms
- Planning and delivering events e.g. Annual Housing Fair, Landlord Forum, Accommodation Open Days
- Liaising with internal and external partner marketing teams
- Running surveys, focus groups and workshops for service users

Deliver excellent frontline customer service to all enquirers by telephone, email or in person, giving advice and information to current and prospective students, external agencies, accredited landlords and internal departments.

Cover for absence and/or assist College and Chancellor's Wharf Accommodation Managers.

Ensure that all aspects of service delivery contribute to a positive student experience

To actively participate in any accommodation related special projects or events that aim to improve the effectiveness of the department and/or improve the student experience.

To execute any duties that may reasonably be expected of the post holder at the request of line management.