JOB DESCRIPTION
Housing Manager (Students’ Union)
Vacancy Ref: N2537

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Housing Manager (Students’ Union)</th>
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<tbody>
<tr>
<td>Present Grade:</td>
<td>6S</td>
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<tr>
<td>Department/College:</td>
<td>Lancaster University Students’ Union Living</td>
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<td>Directly responsible to:</td>
<td>Financial Controller</td>
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<td>Supervisory responsibility for:</td>
<td>Senior Housing Assistant</td>
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Other contacts
Internal: Housing Group, Union staff and officers, academic staff and students in all departments / colleges, central administration offices
External: Property owners, contractors, City Council authorities and LU Homes, suppliers

Purpose of the Role: to manage the Student Accommodation Letting Service and Headlease scheme.

Major Duties
The overall management of the Students’ Union lettings agency and the team therein, ensuring a profitable, safe and customer focused operation. To ensure the development and continuous improvement of the SU Living offer. This will be demonstrated by;

Business oversight and development

1. **Finance management**
   a. To be responsible for the preparation of budgets and forecasts in consultation with the Financial Controller.
   b. To manage the income and costs of the department in line with the provided budgets, including the variance reporting in the management accounts.
   c. To implement any agreed debtor management control processes.
   d. To adhere to the SU Financial Regulations including tendering processes where appropriate.

2. **Line Management.** To undertake the recruitment, appointment and management of staff within SU Living in line with Union HR procedures, and ensure appropriate training and development is in place to maintain a strong and effective team.

3. **Promotion and communications.** To ensure the effective promotion of the SU Living offer to membership and present/future landlords (property owners), using existing Union channels and creative promotional activity.

Adherence to legislation and best practice

4. **Health and safety.** To be responsible for operational matters relating to health and safety within the department.

5. **Accreditation standards** To ensure that SU Living is compliant with council licensing and adopted accreditation standards.

6. **Other legislative responsibilities** To keep up to date with all housing legislation (including health and safety) in order to provide a safe and efficient housing service. To ensure that the relevant staff are also kept up to date, and that any change to operating practices and/or documentation and contracts are identified, communicated to management and implemented accordingly.

Relationship management
7. To develop and maintain strong, positive relationships with the following groups, as appropriate, and in service to the effective and profitable development of the business;
   i. Landlords
   ii. Tenants
   iii. Contractors
   iv. Lancaster University
   v. Local area (e.g. council, police, etc.)
   vi. Other stakeholders

Organisational responsibilities

8. Operating plans and strategy. To develop an Annual Operating Plan for SU Living and ensure its effective implementation.

9. Students’ union policies and standards
   a. Safeguarding: Remaining up to date with safeguarding policies and procedures and that you remain vigilant and consistent in recognising and reporting safeguarding concerns
   b. Data Protection: Ensuring that you follow all data protection and information security policies and procedures at all times
   c. Health & Safety Policy and Procedures: Ensuring that you follow any health and safety policies and procedures within your area of work and you contribute to the improvement of the organisation’s approach to health and safety
   d. Equality, Diversity and Inclusion: Demonstrating a clear understanding of and upholding the Union’s commitments to equality, diversity and inclusion in everything you do.
   e. Sustainability Policies and Procedures: understanding, upholding and championing the Union’s policies and commitments to sustainability
   a. Follow all policies and procedures of LU and the students’ union

10. General responsibilities of Union staff. To undertake any other duties commensurate with the position and the goals of the Students’ Union, and follow Union policy to support the achievement of its wider mission and goals.

11. Any other duties that may be required by the Chief Executive or the Senior Management Team.