JOB DESCRIPTION

Students’ Union Housing Assistant
Vacancy Ref: N2681

<table>
<thead>
<tr>
<th>Job Title: SU Housing Assistant</th>
<th>Present Grade: 4S</th>
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<tbody>
<tr>
<td><strong>Department/College:</strong> Lancaster University Students’ Union</td>
<td><strong>Directly responsible to:</strong> Students’ Union Housing Manager</td>
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<td><strong>Supervisory responsibility for:</strong> ERS student staff when used</td>
<td><strong>Other contacts</strong></td>
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**Internal:** Union staff and officers, Members of Housing Office team, relevant University staff, central administration offices

**External:** Students (as tenants), Property owners, contractors, City Council authorities and LU Homes, Suppliers

**Purpose of the Role:** to deliver a high standard of customer facing services within the department, together with administration of back office functions such as services and repairs, utilities, communications and vacancy coordination.

**Major Duties;**

**Relationships and Communications**

1. To be the first point of contact for current and prospective tenants and property owners, by whatever communication routes are available.
2. To be the primary contact for external contractors to ensure works are completed according to agreed schedules.
3. To act as department reception, dealing with all enquiries- escalating or referring as necessary.
4. Maintain and update the SU Living website and other communication channels, as directed by the SU Housing Manager.
5. To support the SU Housing Manager with the marketing and promotional activity/ events of SU Living.

**Office administration**

6. To work with colleagues to maintain and administer the repairs and maintenance system
7. To work with colleagues in delivering the necessary and agreed utilities provision (e.g. Gas/electricity, water, broadband etc.) of Headlease properties. This will include;
   a. Ensuring smooth and seamless contract management with suppliers (engagement, payment, repairs etc.)
   b. Receiving and addressing queries and complaints from tenants, ensuring our high commitment to service standards are maintained.
8. To assist with home visits and final inspections and resulting actions arising.
9. To assist with the collection of rents from tenants.
10. To support the SU Housing Manager in the engagement of student members of staff (as required) through the Employment and Recruitment Service (ERS).
11. To carry out general office administration and support other members of the team.

**Organisational responsibilities**

12. Students’ Union policies and standards
   a. Work to ensure that the Union is a safe, sustainable and fair organisation for our staff, students and others we engage in. This will include:
      i. **Safeguarding:** Remaining up to date with safeguarding policies and procedures and that you remain vigilant and consistent in recognising and reporting safeguarding concerns
ii. **Data Protection**: Ensuring that you follow all data protection and information security policies and procedures at all times

iii. **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

iv. **Equality, Diversity and Inclusion**: Demonstrating a clear understanding of and upholding the Union’s commitments to equality, diversity and inclusion in everything you do.

v. **Sustainability Policies and Procedures**: understanding, upholding and championing the Union’s policies and commitments to sustainability

13. **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.