

## Student Accommodation Adviser

<b>Job Reference:</b>	395748
<b>Department:</b>	Accommodation Services, Student Support Services
<b>Grade/ Salary:</b>	Grade 4, £26,577.62 - £29,486.29
<b>Contract Type:</b>	Fixed Term Until 1 <sup>st</sup> November 2020
<b>Hours:</b>	35 per week (Full time)
<b>Location:</b>	New Cross, London

Closing date for applications: **20<sup>th</sup> August 2019**

Interviews: **Week commencing 26<sup>th</sup> August 2019**

### Goldsmiths

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Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

We are happy to supply information in alternative formats for disabled applicants. Please contact [hr@gold.ac.uk](mailto:hr@gold.ac.uk) to make your request.



Passionate about advancing equality  
and celebrating diversity.  
Together, we are different



Together  
we are different

## **Student Experience Directorate**

Goldsmiths, University of London, is proud of its reputation for innovative and challenging thinking across its wide range of disciplines. One of its major strengths is its interdisciplinary ethos - the way in which departments, centres and units interrelate to offer new perspectives and insights.

Goldsmiths aims to be a true 'Learning Organisation'. Staff are encouraged to be ambitious, committed to the learning and development of themselves and others, keen to work across conventional boundaries, and driven by the desire to play their part in the delivery of an excellent student and staff experience.

The Professional Services play a key role in delivering Goldsmiths' Strategic Plan, which rests upon four pillars – knowledge production, student experience, London and the World, and financial sustainability. Professional Services support knowledge production through a framework of professional support to the academic departments, enhancing the staff experience and supporting the research endeavours that have impact all over the world; enhance the student experience through co-curriculum activities and direct services that offer (for example) pastoral, wellbeing and financial support; help ensure that the Goldsmiths' community is well placed to serve and contribute locally in London and across the world, through a communication strategy supported by professionals who can relay the Goldsmiths mission to prospective and current students, our alumni, and to prospective staff; and, through all of these activities, combined with a focus on highly effective ways of working, contribute to Goldsmiths' long-term financial sustainability.

Goldsmiths' Professional Services work collaboratively with each other and with academic colleagues and the Students' Union to deliver effective systems, processes and staff development opportunities to serve the College to the highest professional standards and ensure it has the support structures and systems in place to thrive.

### **The Directorate**

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The student experience is at the centre of everything we do here at Goldsmiths. Whether it be through our research inspired teaching, an ever innovative curriculum or vibrant extracurricular and support offering, we have an unshakeable commitment to improving the experience of our diverse population.

The Student Experience Directorate is the part of Goldsmiths Professional Services that leads on the development and provision of outstanding student facing services. The directorate is responsible for ensuring that every student at Goldsmiths has an excellent student experience.

The Directorate is made up of five areas:

1. Student Recruitment
2. Student Administration
3. Student Support Services
4. Library Services
5. Careers & Employability

Working collaboratively the directorate aims to attract the best talent possible to Goldsmiths, to steward them through from enquiry to application and enrolment, and the subsequently into their student experience and to support them to be successful students and graduates. The team coordinates a full suite of co-curricular activities in order to develop and support our students and works in partnership with our academic departments.

### **Department of Accommodation Services**

Accommodation Services is one of the professional service departments within Student Support Services and one that underpins the student journey.

We endeavour to engage our students on a number of levels to encourage our students thrive at Goldsmiths, engage with the general life of the university and in turn enhance their academic endeavours.

Accommodation Services is committed to providing students with an excellent customer focus approach; providing transparent procedures and responding to customer feedback.

Accommodation Services works alongside, and in support of, the university academic departments and other professional services, to make sure every student gets the support, information and advice they need to fully engage with the university, the wider community and their peers.

## **Job description**

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Reporting to: Stakeholder Engagement Manager.

### **Summary:**

Student Accommodation Adviser will be assisting in the smooth running of the Accommodation Helpdesk which receives constant footfall of clients from resident and prospective students, contractors, academic staff and conference guests. The role holder will be completing general administration for the office in order to effectively allocate students into the halls of residents and working closely with the Accommodation and Campus Life Team and Accommodation Administrator, as well as the Front of House Concierge Team. The role holder will provide general administration support for the department as well as providing excellent customer service within our Customer Service Excellence ethos.

### **Main duties:**

- You will be assisting in the smooth running of the Accommodation Helpdesk which receives a constant footfall of clients from resident and prospective students, contractors, academic staff and conference guests.
- You will be completing general administration for the office in order to effectively allocate students into the halls of residence and working closely with the Accommodation and Campus Life Team and Accommodation Administrator, as well as the Front of House Concierge Team.
- You will be completing general administration including assistance in the day to day maintenance of student records and providing administrative support to the Department.

- You will be required to work on certain university events such as Open/Applicant Days, Halls move-in/move-out and graduation ceremonies.
- At all times you will be required to provide excellent customer service to both students and visitors in a professional and enthusiastic manner.
- To act as the first point of contact, in conjunction with the Front of House Concierge Team, for all enquiries in person or by telephone or email to provide general information or forward the enquirer to the appropriate section/person within the department.
- To provide general administrative support within the Department and on behalf of the Head of Department.
- To provide clear, concise guidance for students seeking university accommodation.
- To assist the Accommodation Administrator in the busier periods with student allocations into rooms.
- To have a detailed knowledge of Department Services, such as referrals to the Student Centre or the Wellbeing Team.
- To make appointments for students with specialist services in accordance with Departmental protocols and procedures.
- To make use of CRM to record appointments and notes for student issues.
- To contribute to the maintenance of web-based information and the student induction system for university accommodation.
- To keep up to date with and regularly monitor the Accommodation Facebook groups.
- To maintain upkeep of information booklets for Accommodation Services.
- To guide students through the processes of internal administration and manage the collation of forms and applications made by students.
- To provide clerical assistance to the department such as updating student accounts, data inputting, contacting external bodies, prospective students both by email and telephone communication to arrange viewings.
- To assist students with the completion of documentation and ensuring that legal documents are signed and records maintained accurately following prescribed procedures.
- To aid effective distribution of departmental mail and deliveries, including liaison with the Residence Life Team (Campus Support and Security officers who operate out of hours).
- To report any urgent repairs to the Estates Customer Service Desk.
- To monitor the issuing and return of keys following the relevant procedures.

- To keep accurate records of all entry cards and keys held in the office and issued to students and internal staff.
- To undertake correspondence to students where necessary with regards to parcels received in the office.
- To monitor of the stock for the department and ordering supplies when required.
- To maintain the departmental diary.
- To undertake general tasks where necessary i.e. erection of signage, checking maintenance faults.
- To maintain a warm and welcome & professional environment within the reception area.
- To provide hospitality to guests to the department.
- You will be required to undertake any other duties as may reasonably be required
- Ensure that you are aware of and aligned with Goldsmiths' Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity
- At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths' Health and Safety Codes of Practice and Policy

## **Person Specification**

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Detailed below are the types of qualifications, experience, skills and knowledge which are required of the post holder. Selection will be made upon evidence of best-fit with this criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

**A = Application form      C = Certificate**  
**I = Interview                R = Reference**  
**T = Test / P = Presentation**

	<b>Category</b>
<b>Essential Criteria 1 – Qualifications</b>	
Educated to degree level, or relevant work experience in higher education or student housing	A, C
<b>Essential Criteria 2 – Experience</b>	
Proven experience of working in a customer-facing environment, preferably within a higher education or student housing setting	A, I, R
Proven experience of working with computerised records systems, preferably within a higher education or student housing setting	A, I, R
Experience of working with students from a diverse range of backgrounds	A, I, R
Experience of working with administrative processes, particularly those in a university accommodation setting	A, I, R
<b>Desirable Criteria 2 – Experience</b>	
Experience of working with data and producing reports on enquiries	A, I, R
Experience of producing written information and advice for customers, students and other stakeholders	A, I, R
<b>Essential Criteria 3 – Knowledge</b>	
A good working knowledge of student issues within an accommodation or student support setting	A, I, R
A good understanding of the range of different accommodation provided in the higher education sector	A, I, R
An excellent understanding of the principles of customer service	A, I, R
<b>Essential Criteria 4 – Skills</b>	
High competency using the Microsoft Office package	A, R
Ability to work as a team as well as to work on your own with minimum supervision	A, I, R
Excellent written, oral and interpersonal communication skills, with a special ability to relate to a wide range of customers including a diverse student body at times in a very fast-paced environment	A, I, R

Ability to plan, organise and prioritise workload	A, I, R
To be confident and assertive in difficult situations	A, I, R
<b>Additional Attributes</b>	
Excellent customer service and interpersonal skills	A, I, R
Ability to remain calm and professional under pressure within a busy environment	A, I, R
A flexible approach to work	A, I, R
To be reliable and punctual	A, I, R

**Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on the first day of appointment.**

For more information about the role, please contact Rocchi Acierno, tel 020 7919 7192, e-mail [r.acierno@gold.ac.uk](mailto:r.acierno@gold.ac.uk).

**August 2019**



## Summary of Benefits

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If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with a comprehensive and innovative staff development programme.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- On-site cinema, Curzon Goldsmiths, with staff discounts and special screenings
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- Membership of USS or LPFA pension scheme, dependent upon grade
- Access to exclusive discounts, including high street retailers
- Maternity, paternity, shared parental leave and adoption leave and pay and tax efficient childcare voucher scheme
- Contractual sick pay provision
- Free eye tests
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#) and [gym](#)
- Access to [University of London facilities](#) such as Senate House Library

## Further information

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For more information about Goldsmiths, please visit: [www.gold.ac.uk/about](http://www.gold.ac.uk/about).

We can supply information in alternative formats for people with a visual impairment or dyslexia. For this please contact [hr@gold.ac.uk](mailto:hr@gold.ac.uk), or visit [www.gold.ac.uk/hr](http://www.gold.ac.uk/hr).

***Thank you for your interest in working with us, we wish you all the best with your application.***