St Peter’s College

St Peter’s College is one of thirty-nine self-governing Colleges in the University of Oxford. Founded in 1929 expressly to widen access to Oxford University, it is an open, tolerant, and creative academic community, with harmonious relations between its senior and junior members, and an atmosphere in which academic staff and students from many different backgrounds and countries mix easily and comfortably. The College currently comprises a Master, Professor Judith Buchanan, and 65 Fellows and Lecturers in a wide range of subjects, approximately 350 undergraduate and 200 graduate students, 20 Visiting Students, and c80 members of administrative and domestic staff. St Peter’s is a friendly and vibrant academic community, and provides an informal and supportive working environment. St Peter’s College is a registered charity. Further information may be found at www.spc.ox.ac.u

Purpose of the Role

The Accommodation Officer will provide a single, customer-focused and proactive point of contact for all accommodation issues and enquiries, the post holder will manage all aspects of the accommodation service, including room ballot and allocation, tenancies, compliance, reports and records. The provision of accommodation and its quality is a key part of the student experience and a material contributor to students’ welfare. Student Residential Income, which the post holder will seek to maximise, is a significant part of the income of the college.

This post has a key role to play in the Accommodation, Commercial, and Events function, optimising efficiency through excellent cross team communication and ensuring an efficient joined up service in all aspects of College accommodation. The post holder will report and work in close liaison with the Commercial, Events and Accommodation Manager, in particular during conferences and events, to offer a quality service to students, staff, guests, residents and visitors. The post holder will also work with the Dean for Welfare, recognising the importance of accommodation to student welfare.

Main Duties and Responsibilities

- Management of student accommodation, close liaison with students, Housekeeping, Maintenance, Lodge and Finance Departments and Welfare.
- Liaise with the Academic Office to determine requirements and allocate accommodation to Fresher (both undergrad and grad) and Visiting Students
- Organise the housing ballot in co-ordination with the JCR President and Junior Dean
- Manage the arrival of Freshers and their move to their rooms
- Dealing with student housing queries, promptly and sympathetically
- Receive and collate accommodation applications from graduate students
- To prepare, distribute and update Student Housing Lists
- Manage Vacation residence, prepare documentation, collate the information and produce a Vacation Residence List for Lodge and Finance Departments
- Distribute and collect Tenancy agreements from students
- Administer accommodation for guests, including commercial B&B bookings
- Compile the annual electoral register
- Establish furniture requirements, prepare budgets
- Assisting the Buildings Maintenance Manager, identifying potential refurbishments
Person Specification

Essential
- A good general level of education
- Strong organisational and administration skills, with meticulous attention to detail
- Excellent written and verbal communication skills in English
- Able to collate and assess information and present it in an effective format
- High level of computer literacy; proficient in use of MS Office, particularly Excel
- Ability to prioritise, work unsupervised, effectively under pressure and to meet deadlines
- Ability to work collaboratively with college officers, staff in other College Departments, academic staff (Fellows and Tutors) and students, including the wider university and beyond
- Demonstrable ability to resolve customer service issues with tact and diplomacy.
- Discrete, sensitive to GDPR issues

Desirable
- Experience of student administration, e.g. student accommodation, college office or any similar process-driven role in a Higher Education setting etc
- Awareness of the law and best practice regarding disability and student residential matters
- Experience of databases and room management systems
- Qualifications related to the role (e.g. mental health first aid and emergency first aid responder

Terms & Conditions

The appointment will be conditional on verification of the candidate’s availability for employment in the UK. There will be an initial probationary period of six months. During the initial probationary period, notice will be one month on either side. Subject to satisfactory review and confirmation of the post the notice period will be three months on either side.

Salary: Appointment will be made on Grade 5 of the University’s salary scale according to experience, currently £26,341 - £31,406 per annum. Skills and experience may be taken into consideration.

Pensions: The post-holder will be entitled to join the Oxford Staff Pension Scheme.

Meals: A free meal is provided in College when on duty, when kitchens are open.

Healthcare: All staff are eligible to subscribe to the Oxford Colleges’ Healthcare Scheme.

Hours: Full-time administrative staff of the College are expected to work a nominal 35-hour week (with a one-hour unpaid lunch break each day). It is recognised that out-of-hours working in the evenings and at weekends will sometimes be required of this role, ordinarily time will be given in lieu. The College can consider flexible working arrangements.

The appointee will be entitled to 30 days paid holiday plus bank holidays (to be taken at times agreed with their line manager thereby ensuring the continued smooth running of the Department).
How to Apply

Applications should comprise of a detailed CV together with a short covering letter (no more than two pages). This should explain your interest in the role, and particularly highlight the relevant strengths that you would be able to bring to this particular role. Candidates are also requested to give details of the names and contact details of two referees. It would be helpful if candidates could indicate the capacity in which their referees have gained knowledge of their work. References will not be taken up before the interview stage.

Applications should be sent to human.resources@spc.ox.ac.uk

Though not mandatory, we also ask you to complete and return a college recruitment monitoring form.

Since we will correspond with you by email and phone, please ensure that you provide us with an email address and phone numbers that you are happy for us to use for this purpose. Please provide a mobile phone contact if possible.

Closing Date: The closing date for applications will be 12.00 noon on Thursday 4th November 2021. Late applications will not be considered.

Data Protection: All data supplied by applicants will be used only for the purposes of determining their suitability for the post, and will be held, as defined in the General Data Protection Regulation (“GDPR”), the Data Protection Act 2018 and the College Policy on Data Protection as amended from time to time.

St Peter’s is an equal opportunities employer that supports and encourages underrepresented groups and values diversity.