



**Job title:** Accommodation Assistant

**Reports to:** Accommodation Manager

**Department:** Student Operations and Support

**Location:** Brighton – Moulsecoomb Campus

**Grade:** 3

**Purpose of the role:**

To provide administrative support to the accommodation team in Brighton during the summer, and to act as a key point of contact for enquiries into the accommodation office, including over the telephone, by email, in-person callers to the office and online platforms.

**Line management responsibility for:**

This role does not have line management responsibility

**Main areas of responsibility:**

* To work as part of a team of administrative staff in supporting the full range of work within the accommodation service
* To provide a high quality, friendly and helpful service to in-person callers, telephone, email and social media enquirers in a very busy environment
* To advise students on the progress of their accommodation applications
* To undertake database training and update and maintain digital records in relation to applications, room bookings and charges
* To help with digital filing, and general office and administrative duties
* To process landlord reference requests for students moving into the private rented sector
* To distribute messages and other information to staff and students
* To help with the preparation, administration, and staffing of student events
* To assist with move-in weeks in Halls of Residence across different locations
* To assist with pre-sessional and international student orientation programmes and room allocation
* To support students in finding suitable accommodation
* To assist with summer student housing events

**General responsibilities**

These are standard to all University of Brighton job descriptions.

* To undertake other duties appropriate to the grade and character of work as may be reasonably required, including specific duties of a similar or lesser grade.
* To adhere to the University’s Equality, Diversity, and Inclusion Policy in all activities, and to actively promote equality of opportunity wherever possible.
* To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act.
* To work in accordance with the Data Protection Act 2018 and UK GDPR

### Person Specification heading  This is a heading only and contains not other words or text.

The person specification focuses on the knowledge, skills and abilities, qualifications, and the experience required to undertake the role effectively. Please ensure that your application demonstrates how you meet the essential criteria. You will be assessed by your completed application form **(A),** at interview **(I)** and in some instances through an exercise **(E**).

**Essential Criteria**

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| --- |
| **Knowledge, skills, and abilities** |
| * Knowledge of the issues affecting students coming to university and students who are looking for accommodation A, I, E
* Understand the principles of Data Protection regulations, Equality & Diversity · Ability to organise a busy workload, maintain systematic approaches, and ensure accuracy in record-keeping A
* Ability to work with others to achieve objectives, flexible, co-operative, helpful team player who respects ideas of others and appreciates own strengths and weaknesses A, I
* Clear, concise, and appropriate oral and written communications skills A, I, E
* Ability to explain complex processes and procedures to a diverse audience A, I, E
* Proficiency with the Microsoft suite of packages (Word, Excel, Outlook, PowerPoint) A
* Competent user of social media, such as Facebook, Twitter etc. A
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| **Experience** |
| * Experience of working in a busy environment A, I
* Experience in delivering excellent customer service standards A, I
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| **Physical demands and/or other requirements** |
| * The role will require some weekend working I
 |



* Any appointment is generally made at the bottom of the salary range for the grade dependent upon experience and previous salary.
* The University of Brighton welcomes job sharers. Job sharing is a way of working where two people share one full-time job, dividing the work, responsibilities, pay, holidays, and other benefits between them proportionate to the hours each works, thereby increasing access to a wide range of jobs on a part-time basis. The advert for the post for which you are applying will indicate whether applications from job sharers can be considered (this may not be possible for a post that is already part time for example). Refer to the ‘Balancing Working Life’ section on our website here: [Benefits and facilities](https://www.brighton.ac.uk/about-us/working-with-us/jobs/benefits-and-facilities.aspx).
* Annual leave entitlements are shown in the table below and increase after 5 years’ service. In addition, to the eight Bank Holidays, there are university discretionary days between Christmas and New Year. All leave, including bank holidays and discretionary days, is pro-rated for part time employees.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Annual entitlement per grade** | **Grades** | **After 5 years’ service** |
| 1-3 | 23 days | 1-3 | 28 days |
| 4-7 | 25 days | 4-7 | 30 days |
| 8-9 | 27 days | 8-9 | 30 days |
| Band 10 and above | 30 days | Band 10 and above | 30 days |

* More information about the department/school can be found here [Professional Services Departments](https://www.brighton.ac.uk/about-us/contact-us/professional-services-departments/index.aspx) or here [Academic Departments](https://www.brighton.ac.uk/about-us/contact-us/academic-departments/index.aspx).
* Read the University’s [Strategy 2019 - 2025](https://www.brighton.ac.uk/practical-wisdom/index.aspx)
* The University has an attractive range of benefits, and you can find more information about them on our [website](https://www.brighton.ac.uk/about-us/working-with-us/jobs/benefits-and-facilities.aspx).

Date: **March 2025**