

## **JOB DESCRIPTION**

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|----------------------------|----------------------------------|
| <b>Title of the post:</b>  | Accommodation Officer            |
| <b>Length of contract:</b> | 12 Months Fixed Term - Full-time |
| <b>Department:</b>         | Student Services                 |
| <b>Reporting to:</b>       | Head of Student Services         |

### **The University**

#### **Background**

Harper Adams University is the leading UK Higher Education (HE) institution focused on the land-based and food supply-chain sectors with an important national role in these subject areas.

Situated on a single campus in rural and scenic Shropshire, the University, and its surrounding area, provide an excellent working and living environment for staff and students alike, yet the University campus is only one hour from the UK's second city of Birmingham. Around 3,000 HE students attend the University, primarily on sandwich courses, which include a year-long industrial placement. Undergraduate and postgraduate degrees and apprenticeships are offered. The University also welcomes individuals who wish to undertake CPD or similar professional training to support their careers in the agri-food chain and rural industries.

The University was founded by Thomas Harper Adams in 1901 on the original farmland of the Harper Adams Estate. The University estate includes amenity areas, woodland, and a commercial farm of 205 hectares; with rented land, the total area farmed is approximately 640 hectares, spread over several locations with cereals, potatoes, forage maize and grassland carrying a dairy herd, sheep, beef, pig and poultry units.

The Privy Council awarded taught degree awarding powers to Harper Adams in 1996 and research degree awarding powers in 2006. Full University Title was granted by Her Majesty's Privy Council in December 2012. The University changed its legal status to that of a Company Limited by Guarantee in July 2012 and remains one of a small number of Universities which are Registered Charities. Her Royal Highness The Princess Royal became the University's first Chancellor in 2013.

#### **Academic Provision**

The University offers a wide range of courses including Foundation and Honours degrees, in addition to shorter awards designed to meet the continuing professional development needs of those already in the workplace. The subjects are wide ranging and cover Agriculture, Applied Life Sciences, Animal Science and Health, Business, Countryside, Engineering, Food and Land & Property Management. The University has also focused on developing its postgraduate education and research and there are a growing number of postgraduate students at both diploma, masters and PhD level.

Harper Adams has built up an international reputation for the quality of its courses and has achieved the highest possible ratings in recent Quality Assurance Agency reviews and holds a Gold Teaching Excellence Framework (TEF) award. There is active encouragement of research and the University took part in the last Research Excellence Framework (REF) exercise. 56% of our submitted research was rated either internationally excellent or world leading and 100% was rated of international quality. Our extensive programme of research and education for professionals in the land-based and food chain sectors supports a

high profile of business and community reach-out work, short course delivery for businesses and technology transfer activities supported by strong industry links and partnerships with companies including Saputo Dairy UK (formerly Dairy Crest), CLAAS and Ice Robotics.

Current high-profile projects include the Hands Free Farm – following on from the world-first Hands Free Hectare autonomous farming success; controlled traffic farming and development of laser weeding.

## **Recognition**

Harper Adams is consistently positioned highly in a range of national ratings, performance measures and league tables.

The University has been the highest performing modern university in The Times and Sunday Times Good University Guide for the last five years.

In the QS World Rankings for Agriculture and Forestry published in March 2020, Harper Adams was ranked, for the third time, as first in the UK for academic reputation and second in the world for its reputation with employers.

In the 2020 Whatuni? Student Choice Awards, based on student reviews, Harper Adams won the best job prospects category for a fifth year running.

The University is one of the UK's Top 10 for student satisfaction, based on the results of the National Student Survey, and number 1 for graduate employment based on the 2020 Graduate Outcomes survey.

## **Facilities**

Harper Adams has extensive, well-equipped facilities and is constantly investing in its campus. Facilities include a range of modern teaching facilities and an extensive library, a variety of IT suites including an engineering design centre, newly extended laboratory facilities, a field laboratory and a livestock project centre, a glasshouse complex, an agricultural engineering unit with a large, covered soil working area and a number of sustainable technology installations. New facilities opened since 2017 include new laboratories, an Agri-Tech Innovation Hub and SMART Dairy Unit. A Veterinary Education Centre is due to open in 2021, in support of existing programmes and the new Harper & Keele Veterinary School. Capital funding to support the development of many of these facilities has been provided through the work of the Development Trust.

The University also provides a range of training and professional development opportunities via its staff development programme.

## **Catering and Sports Facilities**

The University's Students' Union operates a small gym and squash courts that staff may use on the payment of a nominal fee. The University has an open-air swimming pool, bowling green and tennis courts that are available for staff use during the summer period. A variety of University catering outlets provide access to lunch facilities on campus.

For further details about the University, please visit our website:

<http://www.harper-adams.ac.uk>

## **The Student Services Team**

Student Services at Harper Adams includes management of residential accommodation on-campus, oversight of approved off-campus accommodation, responsibility for conduct and community matters, provision of mental health and wellbeing services for students, advice and guidance functions and general support for students to maximise their academic and personal development whilst at University.

### **Main Duties and Responsibilities**

The post-holder will report to the Interim Head of Student Services, the post-holder will have frontline responsibility for accommodation matters throughout the student accommodation lifecycle, along with assisting in the supervision of the work of Residences Officers and volunteer Student Wardens to ensure a safe and pleasant residential community.

The specific duties and responsibilities of the role will include:

- To contribute to the effective supervision of the work of the Residences Officers to ensure a high standard of out of hours support, a proactive approach to communicating and monitoring expectations regarding student conduct in halls of residence and addressing student behaviour, breaches of regulations and domestic matters.
- Coordination of regular room and communal area inspections and follow up action, including liaison with Domestic Services, Estates and Conferences department.
- To work closely with, and contribute to the supervision of, the volunteer Student Warden team and participate in the weekly warden meetings, taking notes of the main discussion points and agreed actions
- To coordinate the accommodation process (from application to end of year vacating), coordinating and responding to enquiries, student and room changes with associated refunds or additional charges, damages and key administration, liaising regularly with the Finance department amongst other departments.
- To maintain appropriate links with external organisations and national networks, including AMOSSHE and CUBO to ensure the delivery of a modern, student-centred accommodation service.
- To support events for pre-applicants, applicants and current students.
- In close partnership with Estates and Facilities Manager, to contribute to the triennial internal audit coordination (for University accommodation) and yearly procedural reviews to ensure UUK Accommodation Code of Practice (ACOP) accreditation is maintained;
- Through close partnership working with the Conduct & Community Team and local stakeholders, encourage the good conduct of students on the campus and in the locality to ensure that the good name of the University is maintained, by providing regular liaison with all parties and local stakeholders;
- To assist in the implementation of student discipline and to actively contribute to disciplinary decisions in order to ensure a balanced and reasonable approach;
- Attend conferences and training as necessary to maintain a current knowledge of accommodation matters.
- To assist with Warden, International, Postgraduate and Undergraduate induction programmes and to lead on the delivery of accommodation related matters.
- To provide students, in written, oral, email and web form, with advice and guidance on private lettings in line with current legislation.

- To coordinate the off-campus accommodation search and forum (off-campus accommodation online facilities) and deliver themed student advice workshops and drop ins, also liaising with landlords, students and the local community, providing advice, support and mediation services.
- To work closely with the Students' Union Executive and the student body as a whole to develop a strong corporate spirit within the student community, with a particular focus on the residential experience.
- To undertake appropriate training and to take a supporting role in safeguarding responsibilities for those under 18 years of age and vulnerable adults.
- To undertake on-call duties as part of an emergency on-call rota (as a point of contact and escalation for Residences Officers and Security). On-call duties will be subject to additional pay.\*
- To work closely with other departments in the University, such as Domestic Services, Estates and Catering with regards to matters such as concerns or complaints from students or staff relating to residential accommodation, including student damages and health and safety compliance.
- Any other duties as the Head of Student Services or Director of Academic Services may require from time to time.

This is a description of the post as it is presently constituted. The University reserves the right to periodically examine an employee's job description and to update or amend it to ensure that it is related to the duties then being performed, or to incorporate new duties, as required.

### Personal Specification

|                    | <b>Essential</b>   | <b>Desirable</b>  |
|--------------------|--|---|
| Qualifications     | Candidates should be educated to degree level (or hold an equivalent qualification) or have significant experience in a similar role.  |   |
| Experience         | Experience of working in the hospitality or residential services sector  | Experience of working with students at further or higher education level. |
| Knowledge/Skills   | <p>Influencing and mediation skills.</p> <p>Excellent IT skills</p> <p>An ability to work under their own initiative and confidence to make autonomous decisions, including handling critical incidents with confidence.</p> | Experience of accommodation / room / resource allocation software         |
| Personal Qualities | Excellent interpersonal and team work skills, maintaining at all times a calm and professional demeanour, including in pressurised circumstances   |   |

## Conditions of Service

The national recommendations which have arisen from the negotiations between UCEA and the unions recognised at national level, the Joint Negotiating Committee for Higher Education Staff (JNCHES), directly affect the terms and conditions insofar as they have been adopted by the Board of Governors.

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|-------------------------------|--|
| <b>Salary</b>                 | The commencing salary will be within the range £24,871 to £27,116 per annum, pro rata*. The point of entry will be dependent upon relevant qualifications and experience. Salaries are paid monthly, in arrears, by credit transfer on the 28 <sup>th</sup> day of the month. On-call pay will be paid at a rate of £100 p/w.  |
| <b>Contract Term</b>          | This is a full-time post on a <b>12 month fixed term contract</b> . The employment may be terminated during the course of the contract by either party giving 2 months' notice in writing.   |
| <b>Hours of Work</b>          | The routine working week for this post is 37 hours over Monday to Friday 9am to 5pm. A flexible approach to working days/hours will be required. There may be a requirement for overtime working, or occasional weekend working, from time to time. Time off in lieu may be allowed for agreed hours worked in excess of contracted hours per week.  |
| <b>Holidays</b>               | The annual holiday entitlement is 22 working days, plus 3 University closure days and Bank Holidays, this will be pro-rata for part-time positions. Annual holiday entitlement rises to 25 working days with 5 years' service. The holiday year runs from 1 August to 31 July and in the holiday year in which the employment commences or terminates the holiday entitlement will accrue on a pro-rata basis for each complete week of service. The timing of holidays is subject to the agreement of the Line Manager, for a post of this nature, it is expected that holiday will be taken out of term-time.  |
| <b>Sick Leave</b>             | During periods of certified sickness, the post-holder will be eligible to receive sick pay in accordance with the University Sick Pay Policy. The payment of sick pay is subject to compliance with the University rules for the notification and verification of sickness absence, details of which will be provided to the successful applicant upon commencement of employment.   |
| <b>Pension</b>                | The post-holder will be entitled to join the Harper Adams Group Pension Scheme and details will be provided to the successful applicant upon commencement of employment.   |
| <b>Exclusivity of Service</b> | <p>You are required to devote your full-time attention and abilities to your duties during working hours and to act in the best interests of the University at all times. Accordingly, you must not, without written consent of the University, undertake employment or engagement including external consultancy, which might interfere with the performance of your duties or conflict with the interests of the University.</p> <p>It follows that, regardless of whether you are employed on a full-time or part-time contract, you are required to notify your line manager of any employment or engagement which you intend to undertake whilst in the employment of the University (including any such employment or engagement which commenced before your employment under this contract). Your line manager will then notify you within 10 working days whether such employment or engagement is prohibited.</p> |
| <b>Criminal Convictions</b>   | The post involves the opportunity for access to children and young persons under the age of 18. For this reason, the University is entitled to consider any criminal convictions, cautions or impending case(s) that it considers to be relevant to this post.   |

The post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. This

means that applicants are not entitled to withhold information about convictions which for other purposes are “spent” under the provisions of the Act.

Applicants must therefore complete the part of the application form declaring any criminal convictions and cautions from any court or police authority. The successful applicant will have to undergo a Criminal Records Bureau check before an appointment can be made.

## **References**

Candidates should ensure that they provide full details of the name and postal address of their referees. Please include e-mail addresses and telephone numbers wherever possible.

Referees should include your present, or most recent, employer.

## **Application Procedure:**

All applications should be completed and submitted using the Harper Adams e-Recruitment programme at <http://jobs.harper-adams.ac.uk>

**To be submitted no later than midnight on Sunday 5<sup>th</sup> December.**

**Shortlisting Monday 6<sup>th</sup> December, successful candidates will be invited for interview on Friday 10<sup>th</sup> December 2021.**