

Job Title: Accommodation Manager

Grade: 7

Salary: £39,906 to £46,049 per annum, pro-rata if part-time

Department: Estates and Campus Services

Hours/Contract: Full time or job share, Permanent

Job Family: Management and administration

Reference: 12055

Role Purpose

To lead the commercial business of the residential estate and the conference and events team operations, and manage their continuing development in close partnership with the Residence Life Manager and in line with the broader divisional strategy.

Ensure professional delivery and development of services relating to all customer facing operations whilst demonstrating innovation, effectiveness, and positive returns. Supporting prospective students' transition into University accommodation. To give direction and ensure sound operational management of Leicester Conference, maximizing commercial profits. To lead on the sales and marketing strategy for the accommodation, residential life, conferencing and events teams.

Resources Managed

The Commercial Manager is responsible for the line management of the Residence Life Assistant Managers of whom manage teams consisting of circa 10 members of staff.

Responsible for the monitoring of departmental budgets.

Main Duties and Responsibilities

- To lead and manage the Conference and Events teams within Campus Services, developing the team to improve performance and capability to deliver effective and efficient services to meet the current and future needs of the customers
- To provide effective leadership to the Residence Life Assistant Managers. Responsibilities include allocating and monitoring work processes, recruitment and selection of staff, carrying out appraisals, managing performance and identify training opportunities for the team
- To provide an overview and identify business development opportunities for the commercial aspects within the Accommodation, Residential Life and Conferencing facilities
- To lead and manage the sales and marketing strategy for the department including benchmarking across the sector
- To provide effective leadership for the student accommodation booking process, including management of the student applications, contracts and allocations.
- To have an overview of the conference and events diary and ensure all events are managed and delivered to a high standard.
- Responsible for managing budgets across the key areas and reviewing opportunities to





improve budget efficiency. Ensure departmental financial processes and procedures are efficient and in accordance with University Financial Regulations

- Act as a point of escalation for internal and external customer complaints.
- To contribute and provide insight into the operational preparedness for future business plans
- Responsible for implementation, management and review of risk assessments for conference, events and external client relations
- On behalf of the Accommodation team, assist with the University's key events such as Open Days, Welcome, Arrivals, Departures and Clearing when required
- To be part of an on-call incident management rota to deal with emergencies across the University estates
- To deputise for the Head of Accommodation and Revenue

Internal and External Relationships

- Working with the Head of Accommodation and Revenue to support the operational delivery of services
- Working with the Residence Life Manager to drive the revenue through student accommodation
- Colleagues across the wider Campus Services Teams to ensure operational delivery
- Internal stakeholders and customers to provide effective support
- External customers
- External and Internal suppliers

Planning and Organising

- Planning own workload dependant on business needs and the lifecycle of events and Campus Services
- Managing projects over a number of months with defined outcomes
- Working with customers and stakeholder in the planning of events and operations across campus.

Qualifications, Knowledge and Experience

Essential

- Degree level in a related field or significant relevant vocational experience working at a management level*
- Similar work in a relevant establishment*
- Previous experience managing successful teams and projects *
- Experience of budget management and financial awareness*
- Previous experience implementing and delivering operational systems*





- Computer skills and familiarity with Microsoft Office and other databases*

Desirable

- A management qualification
- Experience of working in a Higher Education environment
- Experience of managing large teams, implementing and improving operational processes whilst building and influencing positive relationships

Skills, Abilities and Competencies

Essential

- Ability to demonstrate behaviours that are in accordance with the University values of inclusive, inspiring and impactful
- The ability to provide inspirational leadership and to motivate teams within the multifunctional environment: creating a positive working environment which encourages staff development and optimum staff performance
- The ability to adapt to fast changing environments
- Strong outcome focused, commercially informed business judgment
- The capacity to contribute to and implement change to service functions and the ongoing monitoring of improvements within the service*
- Excellent interpersonal skills with students and staff, internal and external stakeholders
- The ability to think strategically and laterally
- An energetic, robust and resilient approach
- Commitment to diversity and promoting equal opportunities
- Ability to work well under pressure and to tight deadlines to meet agreed targets*
- Ability to manage a broad range of projects at any one time with the ability to prioritise and delegate when required
- Excellent communication, interpersonal and negotiation skills
- Strong team player
- Ability to negotiate with and influence people with whom there are no line management responsibilities (including those in external organisations) to seek improvements to current service delivery

****Criteria to be used in shortlisting candidates for interview***

Criminal Declaration and Disclosure and Barring Service (DBS)

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.



This post is exempt from the Rehabilitation of Offenders Act 1974 because the appointee will have substantial access to young people and/or vulnerable adults. Therefore, an appointment to this post will be subject to checking through the Disclosure and Barring Service (DBS). The successful applicant for this post will, therefore, be required to give consent for the University to check and obtain appropriate clearance with the DBS for the existence and content of any criminal record in the form of an [enter level of disclosure].

Information received from the DBS and the police will be kept in strict confidence and will be destroyed once the University is satisfied in this regard.

Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equity support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equity, diversity and inclusion.

