

JOB DESCRIPTION

Job Title:	Accommodation Services Officer
Grade:	3
Reporting to:	Duty Manager
Basis:	Full-time. Permanent.
Responsible for:	No line management responsibility
Budget:	N/A

Context of the Role:

Falmouth Exeter Plus is the service delivery partner of Falmouth University (Falmouth) and the University of Exeter (UoE). Delivering shared services and facilities for both partners in Cornwall underpinned by close collaboration with The Students Union (the combined students' union for Falmouth and UoE (Cornwall)).

We are a private company limited by guarantee with charitable status, wholly owned by Falmouth and UoE on a 50:50 basis.

The Campus Services Directorate is responsible for delivering key services to staff and students at Falmouth and Penryn Campuses. These services include Facilities Management, Residential Services, Campus Safety and Support, Hospitality and Catering Services and Sports and Nursery Services.

Overall, Purpose of the Role:

To work as part of a team providing support to students living in halls of residence on campus and in university nominated accommodation in the local areas of Falmouth and Penryn.

As a small team we provide a wide range of services to our student communities from operational duties regarding property management and safety to providing frontline support and pastoral care to our students.

Staff must be able to provide pastoral care by identifying and resolving student issues with empathy and sensitivity.

You will have a genuinely compassionate approach towards the mental health challenges facing young people and be committed to providing a positive student experience.

As this is a customer facing role, the post holder must display exceptional customer service skills and always maintain a professional approach.

You will need effective communication skills and the ability to apply confidentiality and tact to situations, being diplomatic and sensitive to the needs of others.

Residences Officers work to an alternate 4 on/4 off shift pattern, 12 hours per shift ensuring 24/7 coverage 365 days of the year.

Specific Duties and Responsibilities:

1. Accommodation Officers are expected to converse with staff, students and visitors and can deal with all sorts of interactions including challenging behaviour – it is necessary you can influence the behaviour of others to de-escalate volatile situations.
2. Demonstrate understanding of, and adherence to, organisational codes of conduct and display behavioural standards set out in the Accommodation Team Culture and Environment Procedure.
3. Positively and compassionately respond to welfare or safety concerns and to students who are in mental health crisis, working and liaising with external services such as out of hours mental health services and emergency services.
4. To respond to behavioural issues such as conflict and anti-social behaviour, diffusing situations and ensuring understanding of compliance and residences terms and conditions
5. Provide front of house reception and post services outside of core hours
6. To provide support to 'off campus' University managed accommodation including Halls and Welfare support outside of standard working hours (OOH); included but not limited to light Maintenance duties, resetting of trip switches and boilers, general H&S checks, assistance with access for lost keys.
7. As first responders you are required to assist with: evacuation of buildings, setting up cordons to ensure site safety, providing traffic management during campus closure etc.
8. Assist with car parking management; monitor parking in accordance with campus policy, issuing warnings and PCNs when required, directing traffic flow, and enforcing policy

9. Carry out annual room inspections and report non-compliance and maintenance concerns via the appropriate systems.
10. Participate in the first stage of investigation into incidents relating to behaviour and disciplinary and apply the correct administration in line with policy and procedure.
11. Review and monitor compliance with Health and Safety regulations.
12. To participate in the completion of appropriate statutory checks, surveys and audits as directed by the Accommodation Duty Manager.
13. Promote Equality, Diversity, and Inclusivity within FX Plus, challenging discriminatory practices and behaviours while fostering an approachable environment as a 'Trusted Ally'.
14. In the absence of a Duty Manager, expected to carry out regular pre-planned and reactive work in line with SOPs and approved guidance. Officers will be supported during this time with an escalation process and on call support.
15. Any other tasks or duties as assigned by management commensurate with grade and role.

PERSON SPECIFICATION

Qualifications	Essential <ul style="list-style-type: none"> • GCSE level education or relevant experience • Full clean driving licence (manual drive) • First aid certificate or ability to obtain within a reasonable timeframe • Mental Health first aid or ability to obtain in a reasonable timeframe • ASIST (suicide prevention training) or ability to obtain within a reasonable timeframe
Knowledge and experience	Essential <ul style="list-style-type: none"> • High level experience of working in customer facing roles and dealing with difficult and/ or challenging situations. • Good knowledge of MS Office and / or other office-based applications • Strong commitment to health and safety

Skills and attributes	<p>Essential</p> <ul style="list-style-type: none"> • Good team worker with willingness to support a positive and collaborative team culture • Excellent customer services skills • Understanding of confidentiality and data protection • Can demonstrate good judgement with the ability to assess situations calmly and effectively <p>Due to the duties carried out by Accommodation staff applicants must be able to perform standing, driving, walking and climbing activities such as active patrolling of accommodation, driving to and from off campus accommodation and storage facilities and be able to lead in the evacuation of buildings.</p> <p>You will be required to respond to first aid and building evacuations which may require you to take/ carry specific equipment; for example, defibrillators, evacuation chairs, moving of furniture and assisting with the moving of people. Our campus environment requires applicants to be able to work in different conditions including buildings with limited accessibility and being outside in all weathers. Reasonable adjustments will be made where appropriate and necessary.</p>