

Job Description

1. **Job title:** Senior Accommodation Officer
2. **Hours:** 37.5 hrs per week
3. **Salary:** Oxford University Grade 6, £35,938-£41,983
4. **Reports to:** Conference and Accommodation Manager
5. **Direct reports:** Accommodation Officer
6. **Job summary:** Reporting to the Conference and Accommodation Manager, the Senior Accommodation Officer is responsible for the day-to-day operation and administration of the accommodation office with support from the Accommodation Officer.
7. **Background:**

St Hugh's is one of the constituent Colleges of the University of Oxford and is an independent, self-governing institution that is also a registered charity. Founded in 1886 to provide an excellent education to women who were otherwise excluded from the University, St Hugh's is proud of its reputation for being a friendly, inclusive, and progressive community. One of the largest Colleges in Oxford, there are around 1,000 students, more than 60 Fellows, over 50 lecturers working in a wide range of academic subjects, and a non-academic staff of 120 across all of the College's support and administrative operations.

The College has over 500 student bedrooms, some of which are occupied year-round and others used for multiple purposes, housing students during term-time and commercial guests during the vacations. The accommodation and conference office work closely to provide cross-cover when needed to ensure seamless service delivery, maximise occupancy throughout the year, and work collaboratively towards shared operational and strategic objectives.

Main Responsibilities

- Proactively and in line with the Accommodation Code of Practice (ACoP) manage the College's accommodation stock and office functions, including room allocations and issuing of contracts for students, staff, and commercial bookings whilst adhering to College's policies and procedures.
- Play a key role in enhancing the student experience by ensuring efficient, friendly, and supportive accommodation services.
- Track and evaluate accommodation performance data to support informed decision-making and drive operational efficiency.
- Responsible for analysing reservation booking data, optimising occupancy levels through patterns and demand as well as identify areas for improvement to support Colleges financial, operational and strategic goals.
- Advise on and ensure adherence to college policies related to accommodation, providing guidance to students and staff as needed.

- Design, develop and deliver process improvements for all areas of the accommodation office, assisting the Conference and Accommodation Manager.
 - Resolve problems, issues and complaints relating to accommodation as necessary.
 - Ensure good relations with stakeholders across the College, working with other departments to resolve complaints and or unforeseen issues.
 - Ensure that all statutory health and safety considerations are met, including conducting risk assessments where necessary.
 - With support from the Accommodation Officer, manage and keep a record of all the accommodation inventory, purchasing of furniture, and ensuring the rooms are correctly equipped for students.
 - Operate the key fob (Salto) system, manage the College Gym and perform any other administrative tasks for the accommodation office.
 - To line manage the Accommodation Officer including day to day oversight of tasks, performance management, annual appraisals, annual leave scheduling, and identifying training needs.
- To carry out any other reasonable duties as requested by the Conference and Accommodation Manager.

Selection criteria

Essential

- Proven experience in managing student, staff, or guest accommodation services.
- Strong administrative skills, including data analysis and process improvement.
- Track record of delivering high-level customer service.
- Excellent organisational skills and attention to detail, including the ability to prioritise, work to deadlines, and analyse/understand complex situations quickly.
- Clear, professional communication skills; confident in explaining policies and resolving conflicts.
- Excellent IT skills, including a high level of competence in using different booking databases.
- Be able to work independently in arranging and managing a varied workload, with minimum supervision, taking personal responsibility for achieving deadlines.
- High level of accuracy when handling data, contracts, inventories, and correspondence.
- Experience of working on confidential matters; tact and discretion.

Desirable

- Experience of developing service schedules to ensure high standards of accommodation are improved and implemented.
- Experience in dealing with CRM system, such as Kinetics.
- Working in Higher Education customer facing roles.
- Knowledge of the regulatory context for student residential operations including health and safety.

Benefits and other information

- Pension: employment with the College provides enrolment into the Universities Superannuation Scheme (USS).

- Annual leave: 30 days of annual leave and 8 public holidays per year for full time equivalent staff (8 days of annual leave is reserved to cover the Christmas break when the College is closed).
- Meals: provision of meals free of charge while on duty when the kitchens are open and tea and coffee.
- Health & Wellbeing:
 - Employee Assistance Programme – a free confidential telephone helpline with access to face-to-face counselling.
 - Free annual flu jab.
 - Free eye tests for all staff and a contribution towards new glasses if your prescription has changed.
- Travel Pass Loan: a discounted travel scheme is available with monthly deductions from salary.
- Cycle to Work Scheme/Bike Loan: monthly deductions from salary.
- University Staff Benefits: staff at Oxford can enjoy a wide range of benefits through the University including retail and free visitor access to the University's colleges, gardens, libraries and museums, and events.
- University childcare salary sacrifice scheme.

Recruitment Process

Deadline Midday Thursday 5th June 2025

Interviews shortly thereafter, likely to be held week commencing 16th June 2025