**Job Description**

**Role Title: Senior Residential Advisor**

**School / Dept: Campus Services**

**Reference: MPF4440**

**Grade: Grade 6**

**Full or Part time: Full time**

**Hours: 36.25 per week**

**Reports to: Operations Manager – Residential Services**

**Overview**

Residential Services is a new team located within Campus Services – a strategic and outward looking department overseeing the delivery of the following:

• Catering and Hospitality

• Bakery and Brewery

• Conferencing

• Residential Services

• Sports Centre

• Car Parking

Residential Services is responsible for providing information and advice to current and prospective students on finding and living in accommodation both on and off campus, supporting them to navigate any issues and resolve any problems they may encounter. Over time, the team will also be responsible for the full application, booking and allocation cycles for students living in on-campus accommodation.

You will be expected to work in any of the sites across the University and may be required to take part in evening or weekend work.

**Role Purpose**

The role of Senior Residential Adviser is to support with the annual cycle for current and prospective students both on and off campus, enhancing students’ experience at the University of Salford by providing high quality information and advice in relation to finding and living in accommodation.

Acting as accommodation expert within the organisation, with excellent knowledge of local student accommodation stock and strong working relationships with internal and external stakeholders, you will be responsible for the development and continuous improvement of this new service, under the guidance of the Residential Services Operations Manager.

This is a student-facing role, dealing with a range of routine enquiries as well as complex issues involving excellent partnership working and problem solving. You will also provide large-scale information and advice, through web and other resources, open days and other events, etc.

If you’re excited by the idea of shaping this new service and are motivated to take a proactive lead in its development, with a genuine passion for supporting students and providing great customer service, this role is for you.

**Principal Duties & Responsibilities**

* Provide high quality information and advice to prospective and current students about finding and living in accommodation both on and off campus.
* Work closely with other university departments, accommodation providers and external organisations to resolve any issues and provide a seamless service for students.
* Advise on a range of accommodation issues (including but not limited to: finding accommodation, contract checking, leaving tenancies early, council tax, deposits, disrepair, harassment & illegal eviction, security of tenure) on a 1-to-1 as well as 1-to-many basis (e.g. via presentations and events, both in person and online).
* Provide specialist advice and support on a range of possible solutions to housing problems, advising students on the best course of action in challenging circumstances, explaining complex issues and analysing risk.
* Monitor and evaluate the availability and quality of accommodation offered locally in order to provide students with informed advice on the local provision.
* Develop an in-depth knowledge of support and services within the university to enable appropriate and efficient student referrals when required.
* Build close working relationships with external organisations such as Manchester Student Homes, Citizens Advice Bureau, Shelter, Legal Aid, etc, liaising with these services to resolve students’ housing problems and signposting students for further specialist advice or legal assistance when appropriate.
* Create, maintain and develop effective information resources and content across multiple platforms including (but not limited to) the university website, the Student Hub and social media channels.
* Manage and coordinate a programme of events, creating and delivering effective presentations and materials on finding accommodation and housing-related issues, working in liaison with other university departments, accommodation providers and external organisations.
* Generate templates and re-usable resources which can be used in fast-paced situations to improve the efficiency of dissemination of key information.
* Proactively review and improve accommodation advice, information and resources on an ongoing basis, keeping up to date with the latest information and development in the sector to ensure high quality and accuracy at all times.
* Measure effectiveness of information and advice to identify gaps and implement improvements.
* Report on and analyse data to identify trends and inform decision making and planning, drafting reports and papers as required.
* Take a positive and proactive approach to personal development and enhancement of the service offered to students.

**Other duties**

* Perform any other duties appropriate to the grade as may be required by the Head of School/Head of Division etc.
* Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
* To engage with the University’s commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
* Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with University policy.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Person specification follows on next page

**Person Specification**

The successful candidate should demonstrate the following, which are ‘Essential’ (E) or ‘Desirable’ (D), and will be assessed by Application Form (A), Interview (I), Presentation (P), or Test (T), as indicated.

**Qualifications**

1. Five GCSEs including a numeracy qualification at level 3 or equivalent relevant professional experience. **(E), (A)**
2. Undergraduate degree or equivalent relevant professional experience. **(E), (A), (I)**
3. Relevant housing advice training, e.g. Citizens Advice Bureau, Shelter, etc. **(D), (A), (I)**

**Background and Experience**

1. Extensive experience of housing advice work. **(D), (A), (I)**
2. Significant experience of working in customer service or advice services in a relevant setting. **(E), (A), (I)**
3. Experience of working with young people. **(E), (A), (I)**
4. Experience of working with international students. **(E), (A), (I)**
5. Experience of working with care-experienced and/or estranged students. **(D), (A), (I)**
6. Experience of working in an HE/FE environment. **(D), (A), (I)**
7. Experience of creating web-based information. **(D), (A), (I)**

**Knowledge**

1. Good knowledge of housing regulations, laws, and best practices. **(E), (A), (I)**
2. Maintaining confidentiality and knowledge of Data Protection legislation. **(E), (A), (I)**
3. Knowledge and understanding of university structures and cycles. **(D), (A), (I)**
4. Understanding of the varying issues experienced by students, particularly in relation to their housing needs. **(D), (A), (I)**

**Skills and Competencies**

1. Excellent communication, interpersonal and customer service skills. **(E), (A), (I)**
2. Ability to work collaboratively with diverse stakeholders, including students, staff, landlords, and external agencies. **(E), (A), (I)**
3. Tact, diplomacy and the ability to remain calm and professional when dealing with people who are angry or distressed. **(E), (A), (I)**
4. Strong writing skills, with the ability to convey complex information in a clear and concise manner. **(E), (A), (I)**
5. Confidence in presenting to large audiences both in person and online. **(E), (A), (I)**
6. Excellent attention to detail with high standards of quality and accuracy. **(E), (A), (I)**
7. Excellent prioritisation and organisation skills, including being self-motivated and able to proactively plan and prioritise own workload and area of responsibility, manage deadlines and multitask. **(E), (A), (I)**
8. Ability to work independently with strong initiative and robust decision making, using own judgment to explore positive outcomes to problems, as well as part of a team. **(E), (A), (I)**
9. Advanced IT literacy with proficiency in office software packages (e.g. Word, Excel, Powerpoint), experience of databases and/or CRM packages, excellent data management skills, and the ability to learn new systems quickly. **(E), (A), (I)**
10. Ownership of problems with a proactive commitment to finding sustainable solutions. **(E), (A), (I)**
11. Commitment to continuous improvement and high-quality customer service, with a willingness to undergo training as required. **(E), (A), (I)**
12. Ability to collate, analyse and report on data to help inform planning and decision-making. **(E), (A), (I)**
13. Commitment to equality, diversity and inclusion. **(E), (A), (I)**
14. Ability to advocate assertively on behalf of students. **(E), (A), (I)]**