

## JOB DESCRIPTION

<b>Job Title:</b>	Student Services Centre Supervisor (Accommodation)
<b>Department / Unit:</b>	Student Administration
<b>Grade:</b>	RHUL 6
<b>Accountable to:</b>	Student Services Centre Assistant Manager
<b>Purpose of the Post</b>	
<p>Student Administration is responsible for all central administrative functions involved in the student lifecycle. The Student Services Centre within Student Administration has been designed to provide a central point of contact for all non-academic enquiries and services, making it easy for students to obtain the information and help they need. It is expected that staff who work in this team will develop a breadth of knowledge across all professional services and demonstrate a commitment to our vision and service standards. The Student Services Centre is dedicated to providing outstanding customer service, and staff in this role are key to the success of the service.</p> <p>The Student Services Centre Supervisor (Accommodation) is responsible for administering all key operational activity relating to the application and allocation processes for students applying to live in College accommodation.</p>	
<b>Key Tasks for all Supervisors</b>	
<ul style="list-style-type: none"> <li>Assisting with the co-ordination of work within the Student Services Centre, to ensure work is shared amongst team members and that all service standards are achieved and turnaround times are met.</li> <li>Managing the staff rota to ensure the Walk-In Centre and Contact Centre are always appropriately staffed.</li> <li>Line management responsibility. The number of line management reports is dependent on the team structure. Staff in this role would not be expected to line manage more than 2 staff members.</li> <li>Maintaining the operational calendar of key tasks and events and co-ordinating all associated activities for the relevant service or workstream.</li> <li>Developing an in-depth knowledge of key areas to act as a point of referral for our Advisors and Senior Advisors for complex queries and complaints.</li> <li>Overseeing the referral (where necessary) of queries to other professional services.</li> </ul>	

- Undertaking projects to enhance the student experience as directed by the Student Services Centre Manager/Assistant Manager(s) and supporting the collection and monitoring of student feedback.
- Taking a lead role in designing, developing and implementing new processes, working collaboratively with colleagues across the University.
- Writing and developing procedures relating to the services delivered through the Student Services Centre to ensure consistent delivery.
- Coordinating the sharing of best practice between Advisors, Senior Advisors and Supervisors.
- Assisting the Manager/Assistant Manager with the induction of new staff and providing comprehensive training on key service areas for new team members and regular refresher training for experienced team members.
- Servicing College committees or working groups as appropriate and representing the Student Services Centre at College events.
- Keeping up to date with developments within the sector relating to Student Services.
- Contributing to the culture of continuous development by identifying service improvements and areas for expansion.

**In addition to the above, the tasks of the Supervisor (Accommodation) include:**

- Running the core operational processes linked to the application, allocation and contract processing for students applying to live in College accommodation. This includes:
  - Maintaining and entering data within the accommodation booking system, including the configuration set-up for College accommodation, systems testing and the running of validation reports to eradicate data discrepancies/validation errors.
  - Managing staff and student access to the accommodation software and online system.
  - Allocating rooms to students through the accommodation booking system
  - Ensuring our compliance with key policies including the Student Accommodation Allocations Policy and contributing to the development of these policies.
  - Managing the processes for waiting lists, room moves, room acceptances and rejections and conducting wash-downs of available stock.
  - Co-ordinating the allocation of accommodation to guaranteed groups and students in receipt of a Recommendation for Accommodation.
  - Overseeing the process for raising accommodation invoices and credits.
- Responsibility for the set-up and management of stringent testing schedules and troubleshooting any issues with the support of our IT Department.
- Administering the applications and nominations process for intercollegiate accommodation.
- Responsibility for producing reports and providing analysis of accommodation data for internal and external purposes including Freedom of Information Requests.
- Reviewing and creating content for the accommodation webpages and communications for students including emails and publications.

- Developing a staff skills matrix for accommodation operations to inform the training requirements for team members.

The Student Services Centre will be open from 8.30am until 6.30pm during term-time and 9.30am until 5.30pm during the vacations for the 2018/19 academic year. These hours are subject to regular review and may change in response to service offering and demand. All members of the team are responsible for supporting the Walk-In and Contact Centre services and are therefore expected to work a shift pattern to ensure that the Centre is adequately staffed during opening hours.

#### **Other duties:**

The Student Services Centre is a developing function and is expected to evolve in the coming months and years.

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

#### **Internal and external relationships**

The following list is not exhaustive but the post holder will be required to liaise with:

- Student Administration, Admin Services team
- Student Fees
- Student Advisory and Wellbeing Services
- Student Engagement & Sport, particularly the Campus Life and Hall Life teams
- Commercial Services, particularly the Residential Services team
- IT Services
- Other Davison Building services, particularly Careers & Employability and Library
- Other professional services and academic departments