

**ROYAL HOLLOWAY
University of London**

TASK LIST

Name:	
Department:	Accommodation
Based in:	Registry
Post Title:	Student Accommodation Assistant
Grade:	RHUL 4
Reports to:	Head of Accommodation

The Student Accommodation office at Royal Holloway is based within the Registry Student Support structure and is responsible for the allocation of student accommodation throughout the year and to all student types. Royal Holloway has a robust and thriving staff development and promotion procedure and encourages staff to gain experience across the administration of the College.

The post holder will be responsible for many tasks which vary in accordance with the administrative requirements throughout the academic year.

Below are a range of duties that may be part of the remit of the post:

Tasks

Team Development and Supervisory Responsibilities

- Act as a sub section assistant within the team having specific responsibilities for particular student types or areas of workload
- Ensuring Student Enquiry desk staff are updated with latest information
- Flexibly support other members of the team

Communication/Teamwork/Liaison

- Contact for external and internal enquiries, including agents and landlords
- Liaise with departmental staff and College central services
- Liaise with Halls of residents staff and Campus services
- Liaise with the Student Union
- First point of contact for all student enquiries by phone and email
- Advisor for student enquiry desk team dealing with accommodation enquiries
- Contact for students in person who present with complex issues

Service Delivery

- Processing and allocation room bookings
- Processing student movements
- Maintaining waiting lists
- All types of filing
- Maintaining web pages, College and including House Search
- Maintaining appropriate standards of customer service

Decision Making/Initiative & Problem Solving/Analysis & Research

- Dealing with multiple email in boxes and allocating to respective areas
- Escalating appeals and complaints as appropriate
- Routinely analyse data on room vacancies reporting trends
- Co-ordinating publication information
- Prioritising medical requests

