



TRINITY COLLEGE

UNIVERSITY of OXFORD

Job Description – Accommodation Manager

Summary of responsibilities:

The Accommodation Manager is responsible for the management of all domestic accommodation, stock, allocations, tenancy and occupancy agreements. This includes the co-ordination of accommodation, conference and other commercial business, ensuring a seamless service and the highest standards of customer service at all times.

The role will work closely with the Domestic Bursar, Clerk of Works and Maintenance team on the refurbishment of rooms and areas as required, ensuring the timely procurement of furniture and equipment as directed by the Domestic Bursar.

The post holder will also support the Conference and Events Manager with all events across the College, supporting the SCR Steward with professional standards of set up, portering, cleaning and management of events.

The Accommodation Manager will also play a key role in the final fit out of the Levine Building and will be an effective and pro-active member of the mobilisation team as the new facility opens.

Providing inspiring and effective leadership to a team of Scouts and other Domestic staff, ensuring high standards of recruitment, training, appraisal, communication and ongoing development.

Key duties:

Accommodation Management

- Manage College-owned accommodation effectively, including the allocation of rooms and flats, in line with the Accommodation Code of Practice (ACOP) and the rules and occupancy/tenancy agreements and ensure that the ACOP manual is kept up to date.

- Conduct room ballots/room sign ups and ensure all contracts are signed and received to occupancy.
- Act as an 'estate agent' for prospective private let tenants
- Liaise with contractors for carpet cleaning, window cleaning, soft furnishings, furniture decorators and contract cleaners.
- Make contact, correspond, and provide information to all new fresher graduates, allocate appropriate rooms and confirm arrival dates and produce License Agreements.
- Advise the Bursary of room allocations, dates and room changes; together with housekeeping charges during term and at the end of each tenancy.
- Liaise with the IT Manager with regard to telephone number changes affected by student and staff room moves or conference requirements, notifying the Head Porter.
- Organise annual inventories of all student rooms.
- Manage piano allocation, tuning and refurbishment.
- Coordinate office moves as required.
- On behalf of the Domestic Bursar, manage the allocation and management of Fellow Tutors teaching and other rooms.
- Attend JCC, Health and Safety and other committees as required.

Facilities Management

- Liaise with the Maintenance Department on the efficient reporting of all maintenance jobs, assisting in the development of an online reporting system for monitoring and progress jobs.
- In liaison with the Housekeeping Supervisor, maintain linen, household and cleaning materials stock list, ordering supplies as necessary.
- Working closely with the Clerk of Works as he/she plans any refurbishment projects ensuring that any domestic items e.g. materials, furniture and carpets are planned in a timely manner, always working to appropriate levels of budget.
- Organise the inspection at the end of each tenancy on the outside properties, inspect room and assess for any damages and charge accordingly. Prepare cleaning and maintenance schedules for each room, with maintenance items being passed on to the Clerk of Works. Re-inspect each room and check inventories before the next occupant of the room takes up tenancy.
- Manage store rooms by ensuring stock inventory is kept accurate at all times in conjunction with the wider team.

People Management

- Recruit, train and develop a strong and motivated team, offering a customer focused service, always working to the highest possible standards.
- Oversee the work of the Housekeeping Supervisor who is responsible for checking

Health and Safety and Compliance

- To ensure all risk assessments and method statements for use of equipment and rooms/spaces/activities are maintained on an annual basis
- To ensure that appropriate PPE is available and worn at all times as required.
- Ensure that all equipment is fully serviceable and has undergone all servicing and repairs required before use.
- Ensure a safe working environment for staff and for College Members.
- Ensure Health & Safety notices are up to date in all conference rooms
- To ensure that all chemicals are recorded and kept in accordance with COSHH regulations
- To manage the use of cleaning and maintenance fluids as required and in accordance with manufacturers guidance.
- To ensure that all departmental personnel are trained and experienced with the management of substances hazardous to health.

Commercial and Event Management

- Working closely with the Domestic Bursar and Conference and Events Manager, to ensure the seamless operation of all events across College, including the Levine Building. The Accommodation Manager will take particular responsibility for portage, cleaning, deliveries, set up, room turnaround, get out, AV and delivering the technical requirements for an event.
- Manage and book guest rooms, ensuring the Lodge, Scouts and wider team are well informed.
- Support the Conferencing and Events Manager, and the wider events team in business development and growth in order to increase external revenue. Ensure that from an accommodation and facilities perspective all events at College are delivered professionally and to the highest standards.
- Contribute to departmental planning for conferences, summer schools and Open Days
- Communicate with Development Office, Conference Administrator and Academic Office regarding the availability of rooms for events/functions.
- Inspect all accommodation rooms before occupation by conferences to ensure cleanliness and correct lay-up with the assistance of the Housekeeping Supervisor

Sustainability management

- Working with the Domestic Bursar and Clerk of Works and all Heads of Department to develop "green" initiatives.
- Supporting other members of the Sustainability Committee with a range of green projects including the Green Impact Award and the Student Switch Off campaign.

Disabled Access

- To work with the Domestic Bursar, and other colleagues, to review all elements of Disabled Access strategy. This includes an auditing process, and the developments to offer a fully accessible service to students.

Person specification

- Experience of running a Housekeeping/Accommodation operation within a hotel sector.
- A good understanding of the provision of accommodation in an education setting.
- Knowledge of COSHH and relevant health and safety requirements.
- Experience in developing service schedules to ensure that standards of accommodation are implemented and maintained.
- Ability to develop and implement effective process and procedures.
- Excellent organisation and prioritisation skills, with the ability to multi-task.
- Excellent customer service and relationship building skills.
- Excellent planning and project management skills, with high levels of accuracy and attention to detail.
- Ability to work to tight deadlines, under pressure, and remain calm and courteous at all times.
- A positive and pro-active approach with the ability to lead staff, while also working actively as part of the Accommodation team.
- Proven experience of successful project planning and management.
- Experience and a clear understanding of budgetary control;
- A strong communicator, who can effectively build relationships with a range of stakeholders.
- A pro-active approach and “can do” attitude.