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## Accommodation & Property Officer

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### Job Description

#### **The context and opportunities of this role**

Wycliffe Hall is a Permanent Private Hall of the University of Oxford, and an Anglican theological college in the evangelical tradition. It is committed to excellence in teaching and research, thereby making a significant contribution to the intellectual life of the University and the wider society. Our mission is to be a centre for the renewal of Christian prayer, character, preaching and thinking. We have about 140 students, of whom around 40% are Church of England ordinands. Students study for undergraduate and graduate qualifications, from the certificate to doctoral level, and come from a wide range of backgrounds. We are committed to expanding that range.

The Accommodation & Property Officer is a critical role in terms of ensuring the effectiveness and quality of our student accommodation. They will administer and run both our on site accommodation for 76 students and our portfolio of 22 properties around the campus and North Oxford, comprised of 18 properties owned by the Hall and four for which the Hall acts as letting agent.

#### **Duties and Responsibilities**

##### 1. Accommodation

1. Manage student room and family accommodation allocation, including producing licence and tenancy agreements, monitoring rent payments and taking requests for short term accommodation for students.
2. Participate in open days and interviews to explain accommodation offerings.
3. Work with Domestic Manager in termly inspections of all onsite conference rooms, bedrooms, shared facilities etc.
4. Maintain accommodation sections of Student/Residents Handbook and the Wycliffe Hall website.
5. Utilise bookings management system used by the Hall (Turbo).
6. Manage accommodation budget and provide regular updates to Management. Recommend changes to accommodation policies and fees as appropriate.

7. Monitor utility usage across Wycliffe owned property (both residential and privately let).
8. Attendance at University Accommodation Managers' termly meetings.

## 2. Property Management

1. Liaise with external landlords and estate agents in relation to external and commercially rented properties.
2. Facilitate moving in of resident and external family students, including management of inventories and deposits.
3. Carry out bi-annual property inspections of our privately let houses.
4. Act on behalf of Hall for the sale of any Wycliffe owned property at the direction of the Bursar
5. Ensure compliance with and reporting to the Universities UK Accommodation Code of Practice (ACOP).
6. Organise EPCs, EICRs and Landlord Gas Safety certificates for all properties in liaison with the Maintenance department.
7. In conjunction with the finance department, generate invoices for tenants and landlords and follow up payments.
8. Ensure compliance with Oxford City Council licensing requirements.

## 3. Domestic Bursary Administrative Support

1. Manage distribution of proximity access cards and keys.
2. Support establishment of procedure to ensure compliance with Health and Safety requirements and report regularly on outcomes.
3. Assist Clerk of Works with work allocation & logistics on external properties where and when required.
4. Fire Safety: Responsible for providing fire wardens for training and assist with Fire Alarm Drills.
5. Participate in Domestic Bursary Management meetings.
6. Act as secretary for the Health & Safety committee.
7. Provide Receptionist cover. This will include lunches and holiday cover.
8. Any other support work reasonably requested by the Domestic Bursar or Bursar.

## **Key Selection Criteria**

### **Role related skills:**

- Experience with managing student accommodation within a university setting
- Experience of property management.
- Excellent customer service skills with the ability to achieve and maintain high service levels.
- Experience of using a room booking system and Microsoft Excel
- Exposure to the accommodation and property challenges in Oxford

### **Personal Aptitudes:**

- Ability to operate at a strategic level, as well as dealing with detail as required.
- A collaborative, proactive working style, and a desire for excellence in all areas of work.
- Excellent interpersonal skills and the ability to relate to colleagues, students, and external stakeholders from a wide range of backgrounds with confidence.
- The ability to work independently and as part of a team whilst managing and prioritising a busy workload.
- Excellent financial skills, including budgeting, billing, and costing.
- Outstanding written and verbal communication skills
- Evidence of solid intellect and analytical skills, demonstrable through educational qualifications or equivalent professional or life experience.
- Sympathetic to the vision, mission, and values of the Hall

**Key Relationships:** Bursar, Domestic Bursar, Clerk of Works, Conference & Events Manager and Chef Manager, external landlords, estate/letting agents

### **Remuneration**

This post is offered subject to the satisfactory completion of a six-month probationary period and the capability and disciplinary provisions set out in the employee handbook. The salary is provided on Wycliffe Hall's scale (linked to the University of Oxford) between £30,000 - £34,000, depending on experience.

**Pension:** Wycliffe Hall will contribute an amount equal to 10% of salary to a Group Personal Pension Scheme.

**Working hours:** Full time, 35 hours per week, with some evenings and weekends for which time off in lieu will be given.

**Place of Work:** Wycliffe Hall, 54 Banbury Road, Oxford OX2 6PW

**Notice Period:** The standard notice period is three months.

**Holidays:** Initially 25 days per year, in accordance with the College Holiday Policy, in addition to public holidays, which, if these fall during the college term, shall be taken at an agreed time during vacations.

**Meals in College:** The appointee will be entitled to free college meals during working hours except when the kitchen is closed.

**DBS Disclosure:** An enhanced DBS Disclosure will be required

**Application Process:**

To apply for this post, please send the following:

1. A full CV
2. A covering letter outlining your reasons for applying and demonstrating how you meet the key selection criteria.
3. The names and contact details of two referees

Applications are to arrive by 12 noon on 19 January 2024. Interviews are likely to take place at Wycliffe Hall on 26 January 2024.

Please send applications to [vacancies@wycliffe.ox.ac.uk](mailto:vacancies@wycliffe.ox.ac.uk).

The job description is correct as of 20 December 2023. It will, however, be discussed between the appointee and the line manager, and may be amended, following consultation, to reflect developments in or changes to the job.