

**JOB DESCRIPTION**

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| **Job Title** | **Casual Lettings and Applications Assistant** |
| **School /Service** | **Student Services** |
| **Grade** | **C** |
| **Location and Hybrid working status** | **Docklands – On Campus** |
| **Reporting to** | **Residential Life Officer (System and Business Innovation)** |
| **Line management for** | **N/A** |
| **Key working relationships: Internal** | **Student Services, Credit Control, Estates and Facilities, Students and Applicants, Casual Lettings Guests** |
| **Key working relationships: External** | **External agencies** |

**THE UNIVERSITY OF EAST LONDON**

If you are seeking a career that combines innovative education with a passion for crafting positive change, look no further than the University of East London. Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we’re now in Year 5 of our ground-breaking [10-year Vision 2028 strategic plan](https://www.uel.ac.uk/about/vision-2028), orchestrated by our Vice-Chancellor and President, Professor Amanda Broderick.

Our goal is to advance industry 5.0 careers-first education and provide a clear path to the jobs and opportunities of the future. We are committed to driving diversity in the 5.0 talent pipeline, working in partnership to promote talent wherever it is found and creating a sustainable, inclusive, and green future.

But we can't achieve this goal alone. We need forward-thinking, innovative, and curious individuals like you to join our community and help us shape the future. As part of our team, you'll have the opportunity to work with a diverse range of people who share your passion for generating positive change. We’re an inclusive and welcoming community that is constantly moving forward, never satisfied with the status quo.

If you're ready to join a team that values your outstanding skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome versatile individuals who are committed to advancing their careers while making a positive impact on the world.

**BRIEF OVERVIEW OF SERVICE/SCHOOL: Student Services**

We are Student Services and are responsible for nurturing wellness, supporting individual needs, helping students in crisis, improving retention, and enabling positive experiences through residential life and extra-curricular activities. Working in partnership across academic schools and professional services, our teams seek to provide a network of support throughout the student journey and aim to optimise student success.

The Student Services directorate is led by the Assistant Chief Operating Officer, Health Gain & Student Experience. Our department incorporates a number of professional and support teams including Student HUB, Student Conduct, Academic Tutoring, Residential Life, Student Disability and Dyslexia, Student Life, Student Money Advice and Rights Team, Student Engagement, Retention and Success and Student Wellbeing.

**BRIEF OVERVIEW OF THE DEPARTMENT / TEAM**

Residential Life provides positive and vibrant on-campus accommodation for students, casual lettings and summer conference guests.

A customer focused team dealing with supporting residents from application to departure, providing a safe, well maintained and welcoming accommodation, while offering Residential Life events and welfare support to student residents. The team work to ensure a positive, healthy, and safe living/learning environment for students that stimulates social growth, academic success and the wellbeing of our students.

During the summer months, Residential Life coordinate a Summer Conferencing programme providing valuable services for guests.

**JOB PURPOSE**

To provide administrative support and assistance with Casual Lettings and Student accommodation enquiries and applications. Liaise with students, casual lettings to provide excellent customer service, ensuring requirements are met whilst ensuring compliance with agreed service levels.

To assist in the day-to-day support of 1169 residents from application, moving in, and departing the Halls of Residence ensuring a welcoming and supportive environment.

**KEY DUTIES AND RESPONSIBILITIES**

* To assist with the first line enquiries for the Casual Let Mailbox and supporting the arrival/departure of any Casual Let Guests. Liaising with the UEL Operations Team and UEL Finance to assist with the financial processes
* Liaise with Estates and Facilities, particularly cleaning teams, to ensure room readiness; oversee inventory tracking to optimise stock levels and minimise cost.
* Develop marketing strategies to advertise and sell vacant rooms, ensure accurate financial reporting, and contribute to achieving income targets from non-student rent.
* Assist with the planning and management of KxWelcome, the accommodation application and allocation system, including implementation and review of related policies and procedures (e.g., Living with Friends and the rent deferral scheme).
* Create tenancy payment plans, process income, resolve student rent queries, and ensure annual application setup, including updates to grid views, webpages, and communications.
* Lead on communication regarding rent payment plans and assist with the transition of Accommodation for Halls of Residence residents during the summer months, liaising with students and adhering to tight deadlines.
* Provide administrative support to the Residential Life & Summer Conferencing Manager, Residential Life Officer (System and Business Innovation), and the Residential Life Office, including reporting, rent refunds, reception cover, and maintaining student records on KxWelcome and SITS through timely and accurate data input.
* Assist in ensuring UEL’s compliance with the UUK Code of Practice for Accommodation, promote inclusion, equality, and diversity, and perform all duties required for the successful day-to-day management of the accommodation portfolio across the university sites.

The duties and responsibilities outlined above provide a general overview of the range of tasks that a Casual Lettings and Applications Assistant at the University of East London may be required to perform. Please note that this job description is not exhaustive, and additional tasks aligned with the role's grade may be assigned as needed.

The job description may also be updated to reflect changes in circumstances, and employees will be consulted if any amendments are required.

**All employees must adhere to all UEL policies and regulations, demonstrating a commitment to equal opportunities within a diverse and multicultural environment. Employees are also expected to actively contribute to building and maintaining a positive reputation for UEL in all their professional activities.**

**PERSON SPECIFICATION**

The University's Core [Values](https://www.uel.ac.uk/about/governance/ethical-framework) are **Passion, Inclusion, Courage**, and they are at the root of everything we do and everyone in our community is expected to demonstrate them.

The table below outlines the essential and desirable criteria required to perform the role effectively. Candidates will be shortlisted based on how closely they meet these criteria.

|  |  |  |  |
| --- | --- | --- | --- |
| Education and Qualifications | Essential | Desirable | Criteria assessed by |
| A relevant degree or equivalent experience |  |  | **A/C** |
| Relevant experience of customer service delivery in an HE setting |  |  | **A** |
| Recognised customer service qualification |  |  | **A/C** |
| Experience/Knowledge |  |  |  |
| Experience and knowledge of student accommodation and the important milestones in a resident’s journey |  |  | **I** |
| Substantial experience of successfully delivering a customer focused (customer support) service to agreed service levels |  |  | **A/I** |
| Experience of using a student record database and associated systems |  |  | **A** |
| Experience of income or financial systems |  |  | **A** |
| Other Competencies required |  |  |  |
| A commitment to delivering outstanding customer service and to proactively explore ways to improve quality of service |  |  | **I** |
| Ability to deal calmly with busy and/or pressurised situations |  |  | **A/I** |
| A strong track record of commitment to equality and diversity in a diverse and multicultural environment. |  |  | **I** |
| Excellent customer engagement skills: able to listen and communicate clearly and politely including the ability to negotiate and adjust information to suit the needs of different audiences |  |  | **I** |
| Excellent telephone manner and written skills |  |  | **Test** |
| Good organisational and time management skills and the ability to work independently, as well as proven ability to manage a varied workload and meet deadlines. |  |  | **A/I** |
| Experience of being supportive and encouraging of others in a team, actively contributing to the team with a pro-active approach to delivering team results. |  |  | **I** |
| Good computer literacy including MS Office |  |  | **A/I** |
| Strong problem-solving skills and initiative |  |  | **A/I** |
| Willingness to work weekends, as the post holder will be required to work regular weekends throughout the year |  |  | **I** |

Criteria assessed by Key:

A = Application form/CV C = Certification I = Interview P = Presentation task Other Activity = (please specify e.g

Micro teaching, test etc.)

**Further Information:**

UEL is an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

We're a disability confident employer and value all applications. Please let us know if you require any reasonable accommodations throughout the recruitment process.

**Disclosure and Barring Service (DBS):**

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.