

JOB DESCRIPTION

Function:	Facilities Management
Position:	ACCOMMODATION MANAGER
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Operations Manager
Additional reporting line to:	Contract Director
Position location:	Unit Based – Various Sites within Newcastle upon Tyne

1. Purpose of the Job – State concisely the aim of the job.

As Sodexo’s senior representative on-site, the role of the Accommodation Manager is to instil a culture among staff, contractors and residents that reflect Sodexo’s values of Service Spirit, Team Spirit and Spirit of Progress.

As Accommodation Manager you will achieve this through utilising best in industry practices to oversee the provision of a range of hard and soft services on your site. With primary responsibility for your site in the delivery of hard and soft services and deliver an exceptional Front of House experience for our students, Support the Senior Management Team on all aspects of contract delivery ensuring any requested tasks are delivered in a professional timely manner to meet the needs of all clients and key stakeholders.

Delivery and continual enhancement of our Residency Living program is fundamental to ensure delivery of quality of life services for our residents.

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Revenue FY13:	€N/A	EBIT growth:	N/A	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	N/A
		EBIT margin:	N/A			Outsourcing growth rate:	n/a	HR in Region	N/A
		Net income growth:	N/A						
		Cash conversion:	N/A						
Characteristics		▪ N/A							

4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Sodexo are responsible for delivering services on-site 24/7, 365 days a year, and staff will be required to support this within the realms of their roles
- Northumbria University has a student body representing over 130 different nationalities. This means Northumbria has an extremely diverse mix of cultures, backgrounds and religions. This role needs to be able to drive this by delivering focused customer service, that takes note of this, including where language barriers may exist, and staff should be willing to be flexible and quick thinking about how to overcome such barriers.
- Students living within our student accommodation have often moved away from home for the first time, and it is a completely alien experience to many, staff should be able to empathise and provide a warm, welcoming face that residents can get to know, and feel that they can approach staff in times of need creating an inclusive culture for students to thrive.
- Staff will be required to undertake training in the governments PREVENT programme, and training will also be provided on how to identify students who are vulnerable and may require support from the University's Student Support & Wellbeing Service
- Northumbria University are increasing their commercial activities during periods such as the summer, where some sites operate as 'hotels'. Staff will be required to support and deliver this service.
- Drive engagement and delivery of the Residency Living program across your site

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

The Accommodation Manager is responsible for overseeing the day-to-day delivery of a range of services on-site. Such responsibilities are shown below.

- Responsible for ensuring effective delivery of all soft services on-site including, but not limited to, reception, mail, and administration
- Ownership of site health and safety staff inductions engaging other colleagues to support the process.
- Ensure correct process is followed with sub-contractors on site and all relevant risk assessments and documentation is received and approved.
- Support the Sodexo Senior Management team by ensuring that the service provides a high level of stakeholder satisfaction
- Lead the on-site team, providing direct line management to staff, including conducting regular team briefings, as well as 1-2-1's.
- Identify opportunities to develop the offer provided by Student Living by Sodexo, including through enhancing existing services, or potential new services.
- Contribute to the development of a collaborative and inclusive culture, by sharing information and good practice with others
- Work cooperatively and maintain effective relationships with others, internally and externally to Sodexo, as appropriate to own area of responsibility
- Services delivered in a courteous, customer focused and professional manner, maximising the customer journey experience of existing and prospective residents
- Manage the recruitment of direct reports ensuring all RTW documents and paperwork are completed
- Ensure accurate information is available at all times to other staff throughout the accommodation estate
- Respond positively to feedback by proactively reviewing processes, procedures, and practices to ensure that the needs and expectations of all relevant stakeholders are met
- Pro-actively lead the on-site team in the delivery of high-profile events such as Open Days and ad hoc tours ensuring we deliver an exceptional service for our client and Sodexo
- The Accommodation Manager will be asked to contribute to lifecycle and capital works projects utilising their knowledge of the facilities available
- The Accommodation Manager will be responsible for ensuring the allocation, site and staff are prepared for commercial business working with all stakeholders to ensure a positive experience for these guests.
- Conduct regular audits of your site to ensure high standards are met consistently and any areas of improvement are highlighted and resolved efficiently
- Deliver and develop the Residency Living program and be a true advocate of its benefit to both staff, students, and client.
- Oversee and deliver a minimum of two QOL events each month to students and capture necessary feedback sharing with the Residency Living team
- Promote self, team and service delivery on all relevant platforms including social media to engage with students and build key relationships
- Ensure all staff on site are engaging with the relevant technology packages to deliver a consistent, transparent offer including but not limited to: Inventory Hive, Post Management System, and Incident Tracker
- Be a passionate advocate of our Corporate Social Responsibility Agenda and promote social value through the day to day operations.
- Support in quantifying the impact and work delivered daily to ensure all data and information is available and correct
- To manage all aspects of the teams attendance at work via the internal "Righttime System"
- To support with the administration of payroll
- Direct management of Assistant Accommodation Manager, supporting them in their learning and development.

This list is not exhaustive, and the post holder will be expected to carry out other reasonable duties from time to time as requested by management.

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Support the Sodexo team to deliver industry leading customer experience
- Support the Sodexo team by being open to change and new ways of working
- Support the Sodexo team to continually develop and improve our performance

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

The ideal candidate must possess the following skills;

- Experience of leading multi-skilled teams, preferably within the student accommodation or hospitality industry
- Proven experience of Continued Professional Development
- Knowledge of legislation pertaining to tenancy agreements
- Evidence of having worked within strict H&S guidelines
- Ability to prioritise own workload with minimal supervision and use of own initiative
- Ability to work quickly and calmly, especially under pressure and in emergency situations
- Experience of Data Protection, and handling sensitive issues in an appropriate manner
- Be a team worker with a flexible approach
- Have excellent IT skills
- Possess good communication skills, both verbal and written, including accurate spelling and grammar and the ability to give explanations and/or instructions clearly
- Experience of working with, and the ability to empathise with people from a diverse range of backgrounds, cultures, and religions
- Experience of using databases, spreadsheets and other computer-based applications including MicrosoftOffice
- Flexible attitude to working, including willingness to work overtime, such as unsocial hours and weekends, especially between June and September.

Essential Qualifications

- Educated to a minimum of GCSE Grade C (or equivalent) in Maths and English

Desirable Qualifications and Experience

- Evidence of delivering innovation and engaging positively with continuous change and improvement
- Experience of working within a Total Facilities Management contract, including the delivery of hard services.
- Demonstrable experience of working within an ANUK accredited environment
- IOSH or NEBOSH qualifications
- Experience of working with specialist systems such as;
 - IBM Global Maximo CAFM system
- Experience of working within a Hospitality environment such as Hotels, Events Management or within other appropriate Hospitality service provider environments

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

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| <ul style="list-style-type: none"> ▪ Growth, Client & Customer Satisfaction / Quality of Services provided | <ul style="list-style-type: none"> ▪ Brand Notoriety |
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