

# Job Description: Accommodation Assistant



Function:	Student Accommodation Administration
Position:	<b>Administration Assistant</b>
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Adam Parkes - General Manager
Additional reporting line to:	David Fordyce – Account Manager
Position location:	Bath Court, Birmingham

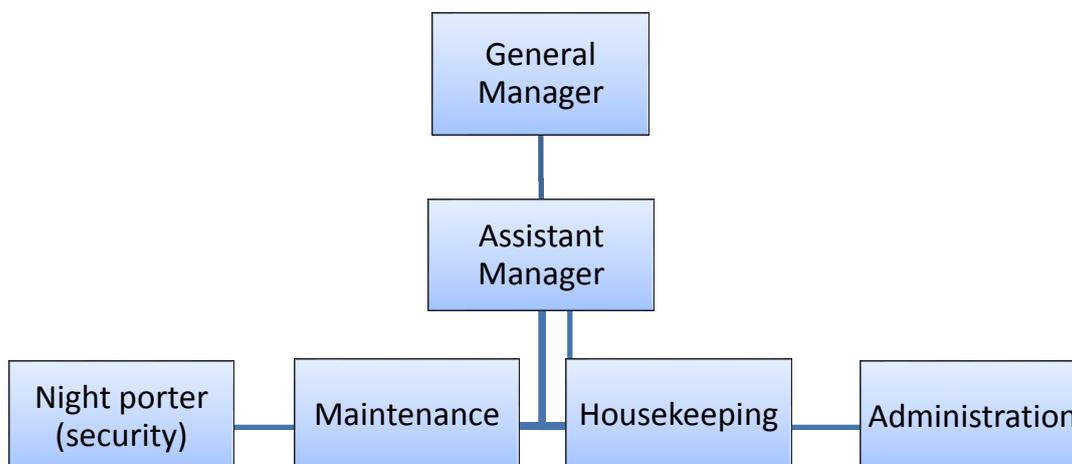
### 1. Purpose of the Job – State concisely the aim of the job.

- To provide property administration services that meets and continues to exceed our current tenants, and prospective tenants, customers and colleagues expectations. First point of contact for all enquiries, requests and comments regarding accommodation and facilities services from tenants, clients and fellow Sodexo colleagues. Assists General Manager in delivering sales targets, ensuring adherence to Sodexo standard sales processes.

### 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.

Accommodation Targets	435 Bed Accommodation	Property	Tenant welfare	Customer Service
	To achieve 20 % Re-bookers		Sub-Contractor Management	Sales
	>1% Rent Arrears			

### 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



**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.

- Works closely with colleagues and the General Manager to deliver a one stop seamless service to all tenants, visitors and staff
- Promotes an effective and harmonious workplace
- Deal with queries in a professional manner via person, telephone or electronically as first point of contact and ambassador for Bath Court and Sodexo.
- Accurately maintain customer information and the database to provide information/reports to management.
- Strives to ensure the accuracy and timely capture and closure of tenant maintenance requests. Assist the Facilities Technician in the monitoring and completion of maintenance tasks and the preparation of reports.
- Works with facilities team to deliver the planned preventative maintenance and the summer operations program.
- Assist General Manager in facilitating tenant welfare onsite and through University support teams.
- Assist with the organisation and coordination of site events.
- Along with the Marketing Team – Bath Court, monitor and coordinate all Social media.
- Maximise occupancy by employing effective sales techniques and efficient administration of sales documentation.
- Process rental payments and take part in the collection/referral of arrears.
- Deals with suppliers and sub-contractors obtaining information on services / placing and tracking of orders
- Actively involved in the management of the property through termly inspections and check out processes
- Occasional weekend working may be required along with cover during Christmas, Easter and Bank Holiday periods.

**Planning and Organising**

- Manage workload in line with customer needs and management targets.
- Set personal objectives to work towards KPI's
- Meets deadlines in relation to provision and accuracy of information and reports

**Problem Solving**

- Reacting positively to critical and all urgent issues with or without input from other agencies whilst re-prioritising other daily tasks.
- Is able to prioritise tenant requests to meet their expectations delivering a safe environment while minimising the financial impact on to the client

**Decision Making**

- Follow KPIs to achieve consistent positive decision making in all areas of business whether that be reactive or proactive.
- Use discretion within policy parameters to deliver consistent decisions in relation to specialised and unusual situations

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

- Reception Services
- Help Desk Services
- Use of IT systems
- Prioritisation of Tasks

- Record Maintenance
- Tenant accounts

**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.

- Meet sales targets in relation to occupancy levels , rebookers
- Banking reconciliation
- Meet customer expectations in relation to maintenance resolution
- Management of Tenancy documentation
- Achievement of personal and business objectives

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

Essential

- Education; ability to demonstrate skills / education in English and mathematics
- Demonstrates experience of working in a successful team
- Demonstrates experience on working on own initiative
- Strong communication skills
- Flexibility to the needs of the business
- Skills to influence and negotiate regarding sales and collection of rental payments
- Excellent computer skills and a good knowledge of the operation of social media

Desirable

- Track record of success in similar style operations
- Familiar with Sodexo policies and procedures
- Relevant qualifications in Finance / H&S
- Experience in sales and marketing

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

■ Growth, Client & Customer Satisfaction / Quality of Services provided	
■ Innovation and Change	
■ Commercial Awareness	