

Accommodation Service Manager (The Green)

Applicant Information and Job Description and Person Specification

**Summary**

Aston Students’ Union operates a small not for profit student accommodation village at Aston Brook Green known as The Green. The students’ union has managed the accommodation for over 40 years when it was set up by a former student officer to provide low cost/affordable accommodation and a student community within walking distance of the university. The accommodation is made up of a collection of converted Victorian terrace houses surrounding a pleasant communal green area. The accommodation has between 150 and 160 residents and is made up of one bed apartments, 4 bed apartments and 3 bed houses. We have an on-site accommodation office where we manage the accommodation from. The accommodation is basic, traditional student accommodation but remains popular with a wide range of students, both international and UK students. During the last few years it has been popular with the student officers some of whom who have lived on site. The students’ union believes that The Green continues to play an important role providing low cost sustainable accommodation and a student community.

**Our not for profit student accommodation has remained popular and has been full throughout the pandemic. The new manager will work to develop both the accommodation and a student led resident community.**

**Principle purpose of job:** To manage the **not for profit** student accommodation known as The Green operated by Aston Students’ Union

**Work Location:** The Green/Aston Brook Green, B6 4AS – accommodation site

Aston Students’ Union, B4 7BX - Aston University campus

# **Responsible to: Head of Membership Services**

# **Responsible for:** **Accommodation Deputy Manager**

#  **Housekeeper/Cleaner**

 **Contractors including regular “handyperson”**

 **Casual Staff as and when required**

 **Student voluntary workers – including Resident Wardens**

**Specific Responsibilities:**

## Ensuring the efficient management of the affordable student accommodation project known as The Green.

* 1. To handle or manage the day to day administration of The Green
	2. To develop a student resident led community who will facilitate community activity and events.
	3. To select tenants to live at The Green.
	4. To agree and sign tenancy agreements and to serve notices on behalf of Aston Students’ Union.
	5. To communicate effectively with tenants and all relevant third parties. This includes answering enquiries.
	6. To be responsible for financial issues in relation to The Green including but not limited to, producing budgets, pursuing rent payments/maintaining tenant rent records and authorising expenditure.
	7. To negotiate finance issues with the landlord housing association on behalf of Aston Students’ Union.
	8. To oversee and project manage repairs and maintenance at The Green.
	9. To oversee all Health and Safety matters for The Green
	10. To ensure appropriate security systems are in place and are well managed, including CCTV for the site.
	11. To be responsible for The Green internet service and liaising with contractors and providers in relation to this service.
	12. To be responsible for The Green community laundrette service and liaising with contractors in relation to this service.
	13. To lead on the development of a business strategy for The Green.
	14. To ensure relevant information relating to The Green is passed throughout the Students’ Union.
	15. To continually develop and support The Green staff team.

## General Responsibilities:

1. To develop best practice in student accommodation at The Green.
2. To identify, develop and establish appropriate partnership activity with the university in relation to student accommodation support.
3. Work with the Membership Services Manager and other to build effective relationships with staff members at the university and other key partner organisations.
4. Keep up to date with changes in Union, university and national policy in relation to student accommodation that impact on the work of the Union or on the student membership, and support others to understand such changes.
5. To ensure work with the student officers on any issues related to student accommodation and in particular in relation our not for profit accommodation known as The Green.
6. To support the strategy and direction of the Membership Services team and support cross-departmental working.
7. To contribute to the student union’s strategic plan and work towards achieving its vision.
8. To promote and consider environmental sustainability in all work done by the department.
9. To work in appropriate collaboration with student officers to help them in formulating and achieving their relevant goals and objectives related to student accommodation.
10. To monitor and update the relevant areas of the Union website.
11. To promote all of the students’ unions policies such as on equal opportunities.
12. To attend all training and supervision sessions when required.
13. To undertake other duties that may be assigned by the employer, as might reasonably be expected within the grade of the post.
14. To deputise for the Membership Services Manager as and when required.

# **Diversity**

**Aston Students’ Union is committed to equality of opportunity for all. We welcome applications from all individuals regardless of their race, ethnicity, sexual orientation, religion, age, gender, or disability status.**

# **Person Specification**

Essential – E

Desirable - D

* **A “can do” positive attitude to challenges. – E**
* Good general education, typically to degree standard, including Maths and English at least to GCSE or equivalent. – E
* Computer literacy (standard office software including spreadsheets) and keyboard skills. – E
* Ability to effectively promote and evaluate a service. - E
* Experience of working in accommodation. – D
* Experience of maintenance and property management. – D
* Ability to present information clearly and concisely in writing or verbally. – E
* Experience of managing budgets. - D
* An understanding of student led organisations – D
* Good working understanding of a representative and democratic environment. - D
* Knowledge and understanding of managing data protection. - D
* Demonstrable working knowledge of higher education and the issues affecting students today. - D
* Experience of strategically leading a team to produce clear results against set targets. - D
* Experience of managing change. - D
* Demonstrable experience of developing and maintaining relationships with internal and external stakeholders. - D
* Ability to work effectively within a democratic structure. - E
* Ability to take a constructive and co-operative approach to solving problems. - E
* Ability to manage working time effectively and prioritise projects appropriately. - E
* Ability to motivate others to achieve. - E
* Ability to work as part of a team as well as independently. - E
* Attention to detail. - E
* A commitment to the principles and practices of equality and diversity. - E

**Applicant information**

* If you would like to clarify any information or have an informal chat about the role, please email r.broome@aston.ac.uk .
* To apply, please send a CV and covering letter to our Membership Services Manager, Richard Broome on r.broome@aston.c.uk . The covering letter should detail how you meet the criteria required for the role.
* All applicants must have the right to work in the UK – you must provide proof of this right to work before starting a job.
* Applications received after the closing date stated in the advert will not be considered.
* **Application closing date:** 12 noon on Thursday 28th October 2021
* **Interview date:** TBC