



## Deputy Accommodation Manager

### Applicant Information and Job Description and Person Specification

#### Summary

**This is great opportunity for a recent graduate and someone who is keen to develop their management responsibility experience and take on a new challenge.**

Aston Students' Union operates a 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 a 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 Deputy Accommodation Manager will take on a deputy leadership role, working cooperatively and under the direction of the Accommodation Service Manager to develop both the accommodation and a student led resident community.**

**Principle Purpose of Job:** To provide a deputy management function and leadership role for the **not-for-profit** student accommodation operated by Aston Students' union and known as The Green.

**Work Location:** Accommodation Site: Aston Brook Green, B6 4AS  
Aston University Campus: Aston Students' Union, B4 7BX

**Responsible to:** Accommodation Service Manager

**Deputy Management Responsibility for:** Housekeeper  
Contractors (including regular "handyperson")

Casual Staff as/when required  
Student Voluntary Workers (Resident Wardens)

## Equality, Diversity and Inclusivity

**Aston Students' Union is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on Race, Age, Disability, Sex, Sexual Orientation, Gender Reassignment, Religion or belief, Marriage and Civil Partnership or Pregnancy and maternity or any other protected characteristic. If you require any reasonable adjustments to assist you in the application or interview process, please get in touch to discuss your needs.**

### Specific Responsibilities:

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

- a. To provide a deputy management function in the day-to-day management and administration of The Green. To adopt management responsibility and deputise for all responsibilities in the absence of the Accommodation Service Manager such as during periods of leave.
- b. To play a leading role in developing a student resident led community who will facilitate community activity and events. To work with the Accommodation Service Manager to deliver events and activity that create/maintain a vibrant student community at The Green.**
- c. To assist with the selection tenants to live at The Green.
- d. To communicate effectively with tenants and all relevant third parties, this includes answering enquiries.
- e. To have a deputy management responsibility for some financial issues in relation to The Green including but not limited to, pursuing rent payments/maintaining tenant rent records.
- f. To oversee and help facilitate repairs and maintenance at The Green.
- g. To have deputy management responsibility to supervise all Health and Safety matters for The Green
- h. To deputy management responsibility ensure appropriate security systems are in place and are well managed, including CCTV for the site.
- i. To liaise and support with contractors and providers in relation to The Green internet service.
- j. To liaise and support with contractors and providers in relation to The Green community laundrette service.
- k. To support in the development of a business strategy for The Green.

- l. To help ensure relevant information relating to The Green is passed throughout the Students' Union.
- m. To continually develop and support The Green staff team.

### **General Responsibilities:**

- a. To develop best practice in student accommodation at The Green.
- b. To help identify, develop and establish appropriate partnership activity with the university in relation to student accommodation support and build effective relationships with staff members at the university/other key partner organisations.
- c. 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.
- d. Work with the student officers on any issues related to student accommodation and particularly in relation to our not-for-profit accommodation The Green.
- e. To support the strategy and direction of the Membership Services team and support cross-departmental working.
- f. To contribute to the student union's strategic plan and work towards achieving its vision.
- g. To promote and consider environmental sustainability in all work done by the department.
- h. To work in appropriate collaboration with student officers to help them in formulating and achieving their relevant goals and objectives related to student accommodation.
- i. To promote the students' unions policies. For example, equal opportunities.
- j. To attend all training and supervision sessions when required.
- k. To undertake other duties that may be assigned by the employer, as might reasonably be expected within the grade of the post.
- l. To deputise for the Accommodation Service Manager as and when required.
- m. To take a lead on promotion and marketing of The Green through Social Media and in person activity.
- n. Ensuring that day to day activities embrace sustainability and reduce the impact upon the environment by minimising waste and maximising recycling; saving energy; minimising water usage and reporting any electrical faults, water leakage or other environmental concerns to the facilities or line manager etc

## Person Specification

### Essential:

- **A “can do” positive attitude to challenges.**
- Good general education, typically to degree standard, including Maths and English at least to GCSE or equivalent.
- Computer literacy (standard office software including spreadsheets) and keyboard skills.
- Ability to effectively promote and evaluate a service.
- Ability to present information clearly and concisely in writing or verbally.
- Ability to work effectively within a democratic structure.
- Ability to take a constructive and co-operative approach to solving problems.
- Ability to manage working time effectively and prioritise projects appropriately.
- Ability to work as part of a team as well as independently.
- Attention to detail.
- **A commitment to the principles and practices of equality and diversity.**

### Desirable:

- Experience of working in accommodation.
- Experience of maintenance and property management.
- Experience of managing budgets.
- **An understanding of student led organisations.**
- Good working understanding of a representative and democratic environment.
- Knowledge and understanding of managing data protection.
- Demonstrable working knowledge of higher education and the issues affecting students today.
- Demonstrable experience of developing and maintaining relationships with internal and external stakeholders.

## Applicant information

- Starting salary; **£25,285**
- Pension; 7.5% Employer Contribution
- Free NUS Totum Card.

- If you would like to clarify any information or have an informal chat about the role, please email [s.hussain30@aston.ac.uk](mailto:s.hussain30@aston.ac.uk) .
- To apply, please send a CV and covering letter to our HR and Governance Coordinator, Shadab Hussain on [s.hussain30@aston.ac.uk](mailto:s.hussain30@aston.ac.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 Monday 12<sup>th</sup> June 2023
- **Interview date:** TBC