

The Leicestershire College

Job Description

1. Job Details

Job Title:	Sessional Accommodation Support Officer (Waking Nights)
Department:	Learner Services
Reporting To:	Senior Accommodation Service Officer
Competency Level:	Business Support 1
Hay Grade:	G2
Salary:	£14.84 Per Hour
Date of Job Evaluation:	August 2018
Date:	March 2026

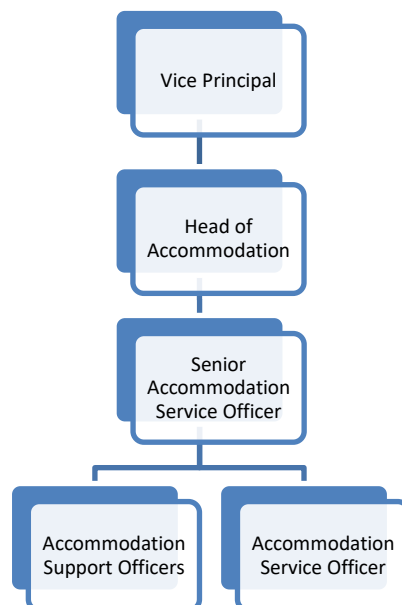
2. Job Purpose

To provide a comprehensive and high-quality Accommodation Service in College halls of residence and emergency/temporary accommodation when necessary.

3. Dimensions

The service is operational 24/7 and this role contributes to the operational rota where there are 5 Accommodation Service staff to support residents during peak times and Accommodation Support Officers to support residents out of office hours and over weekends.

4. Organisation chart



Name:	Job Description Template -TLC	Owner:	HR
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5. Diversity and Inclusion

Loughborough College Group is committed to operating with Fairness, Respect, Equality, Diversity, Inclusion and Engagement at the heart of our organisation.

We are all responsible for ensuring that all individuals receive the same opportunities to develop, grow and achieve their full potential, regardless of personal circumstances and individual differences.

Our FREDIE values are relevant to the whole College community and support the way in which we work and interact with each other.



6. Key Responsibilities

Role specific responsibilities

- To participate in the running of all aspects of accommodation services to ensure full compliance with health and safety, housing and accommodation legislation and wellbeing and security for 181 residents, for students aged 16 -18.
- To work in a way that promotes the safety and wellbeing of young people, awareness of Safeguarding procedures.
- To participate in 24/7 site support cover, emergency call-outs, sickness and holiday cover to provide service cover at key times.
- To carry out all aspects of accommodation services duties including general administration, allocations, transport arrangements, resident inductions, corresponding and meeting with residents and parents/guardians, resident monitoring, room checks (Health and Safety and arrival and departure checks), liaising with Accommodation Support Officers and staff from other departments such as estates and curriculum teams, Health and Safety of site, security of site.
- Undertake First Aid at Work training
- To promote the event/activity programme and encourage student participation.

- To contribute to compliance with Ofsted, National standards for accommodation by FE Colleges and 16-19 academies of students aged under 18 and Unipol, Code of Standard for Larger Developments and any other standards compliance that may be required.
- To maintain accurate and comprehensive electronic records for all aspects of accommodation services.
- To assist in the maintenance and updating of hall regulations, agreements and contracts.
- To ensure resident compliance with all hall and College regulations.
- To liaise with Curriculum and Support Services staff regarding the wellbeing, behaviour, progress and development of students in halls.
- To participate in meetings as required.
- To keep up to date with legislation, information and instructions and participate in mandatory and other staff training required by the service.
- To follow procedures for reporting accidents and incidents that occur on site.
- To respect the confidential nature of personal information in line with the data protection policy and GDPR regulations.
- To recognise and promote good practice with regard to equality and diversity.
- Any other duties commensurate with the grading of the post.

Core Responsibilities

- To promote the College groups vision, mission and strategic objectives and to promote the values and behaviours which underpin them at all times.
- To act as an ambassador for the college group in dealings with all external agencies (other colleges, funding bodies, suppliers, learners, parents and employers) and to maintain the highest standards of professional conduct.
- To promote Loughborough College Group and its subsidiaries as the first-choice destination for learners, employers and staff alike.
- To proactively promote equality of opportunity in all aspects of the work role and to assist in the leadership and management of compliance to the agreed Health & Safety policy and practice.
- To promote a positive approach to security and discipline within the College community.

7. Key Result Areas

Action	Result
To provide outstanding support and customer service for the residents and all service users.	Excellent customer experience for service users (staff, students and customers). High levels of user satisfaction.
Ensure resources are sufficient, safe and in place to support service delivery.	Timely and well-resourced service delivery.
To participate with ensuring compliance with Ofsted and Unipol Codes of Practice.	To ensure Awarding Organisation criteria are met and college quality standards are maintained.
Efficient and effective working practices.	To ensure that a high level of customer care is provided at all times.
To organise and support social events for hall residents within funding boundaries.	To ensure that residents integrate socially and expand their student life experience.
Participate in staff development opportunities and mandatory training.	To ensure training is up to date and maintained to the highest standards.

8. Key Working Relationships and Communications

Internal: College Curriculum Staff, Support Staff and Students

External: Parents, Visitors, Contractors, Event Organisers and Standard Verifiers

9. Scope for Impact

Not Applicable

10. Competency Profile

The following profile is a description of the required competencies of the role:

Working with Excellent People	Responsiveness
Own actions and behaviours are inspiring and engage others considering the FREDIE values. Supportive team member; forms positive working relationships in team. Effectively coordinates others in achieving a task. Communicates with accuracy; enables mutual understanding; confident presenter.	Handles change with responsiveness and adaptability. Looks for opportunities to do own job better; puts forward ideas. Always considers longer term impact of own tasks Identifies problems in own work area, collaborates with others to implement solutions. Makes good quality decisions with confidence. Consistently delivers own work on time and to standard.
Ensuring Financial Sustainability	Self-Awareness
Works efficiently; makes best use of the College's resources. Own work consistently contributes to the strategic aims of the College.	Manages own health, safety and wellbeing; complies with College policies. Monitors own behaviours, actions and words. Demonstrates self-awareness; manages own reactions; builds good relationships.
Delivering Excellent Quality	
Understands customer expectations; delivers consistently high-quality service. Enthuses others with accurate and relevant subject knowledge. Continually improves own performance and increases skills and knowledge.	
Has an awareness of the different forms of digital content, tools and technologies that can meet specific needs of the role and understand the benefits and limitations.	

11. Knowledge, Skills and Experience (Person Specification)

QUALIFICATIONS		ESSENTIAL	DESIRABLE	HOW ASSESSED
1.	Possess a First Aid at Work Qualification		•	Application/ Certificate
2.	Possess qualifications in Maths and English Levels 4-9 (GCSE Grades A-C) or equivalent	•		Application/ Certificates
EXPERIENCE				
3.	Previous experience of working in a role with children or vulnerable adults	•		Application/ Interview
4.	Experience of organising and running events	•		Application/ Interview
5.	Experience of working in a customer facing role	•		Application/ Interview
6.	Experience of working to health and safety requirements and regulations	•		Application/ Interview
SKILLS & KNOWLEDGE				
7.	Possess excellent communication skills (written and verbal)	•		Application/ Interview
8.	Good level of administration, organisation and IT skills (including working knowledge of Microsoft Office, the internet and email)	•		Application/ Interview
9.	Have an understanding of the National Minimum Standard for Accommodation of Students Under Eighteen by FE Colleges		•	Interview
10.	Be able to work independently and effectively as a team member	•		Application/ Interview
11.	Demonstrate your understanding of diversity and inclusion	•		Application/ Interview
BEHAVIOURS				
12.	Be able to demonstrate experience of lone working		•	Interview
13.	Be able to work flexibly to facilitate business requirements	•		Interview
14.	Demonstrate a commitment to self-development	•		Interview
15.	Have a proven commitment to the improvement and maintenance of standards	•		Interview
16.	Promote the College's equal opportunities policy and practices	•		Interview
17.	Ensure the safeguarding of students	•		Interview

Notes

1. A satisfactory Enhanced Disclosure & Barring Service check is required for this post. Loughborough College Group is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
2. As part of this role, you are expected to undertake reasonable additional duties such as Exam Invigilation, Welcoming Students and Staff onto campus, supporting with open days and promoting a safe environment across the College Group. This is expected of you in the post mentioned above and all other posts within the College Group.
3. This job description and person specification was prepared in March 2026 and may be amended in light of changing circumstances following discussion with the post holder.

12. Job Description Agreement

Job Holder Signature		Date	
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