

The Leicestershire College

Job Description

1. Job Details

Job Title:	Senior Accommodation Officer – Brooksby College
Department:	Learner Services
Reporting To:	Head of Accommodation
Competency Level:	Business Support 3
Hay Grade:	G4/G4
Salary:	£30,090 Per Annum
Date of Job Evaluation:	TBC
Date:	September 2026

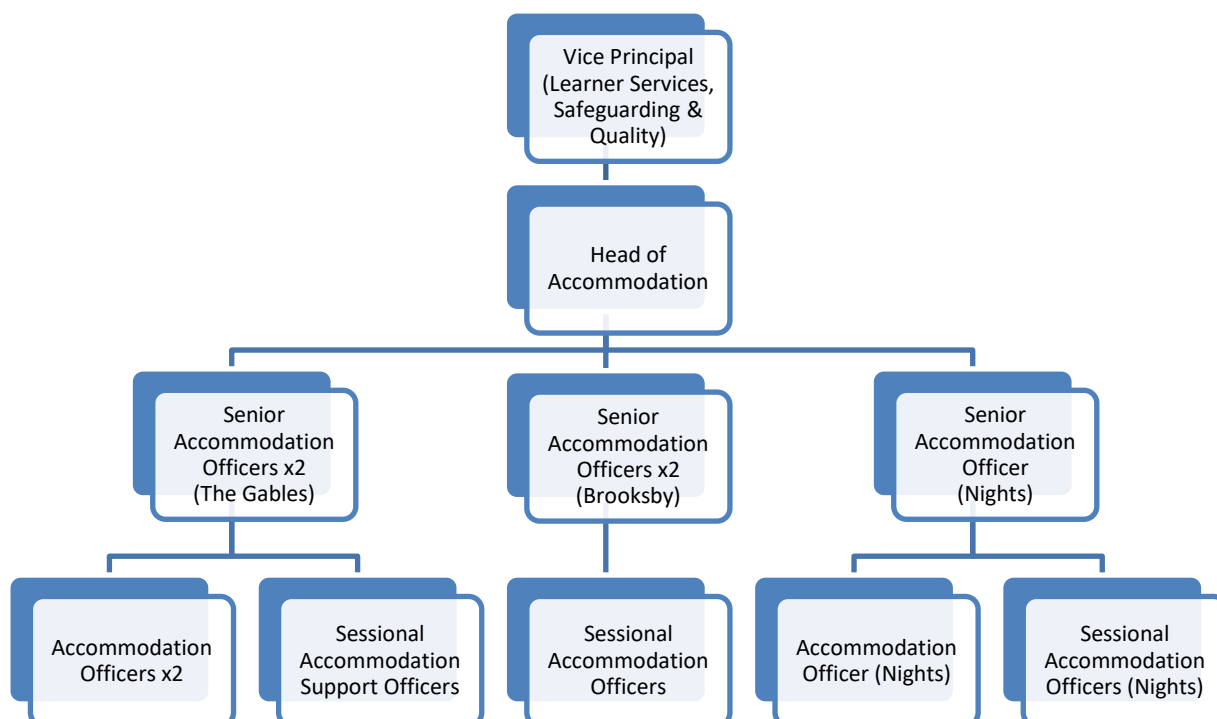
2. Job Purpose

To assist with the provision of a comprehensive and high quality, safe and secure accommodation service across all accommodation sites of Loughborough College Group.

3. Dimensions

Staff Numbers – Direct and Indirect approx. 7

4. Organisation chart



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 assist in the development, management, co-ordination and organisation of all aspects of the accommodation service to ensure high levels of occupancy, full compliance with health and safety housing and accommodation legislation and college accommodation regulations.
- To ensure the welfare of residents is central to all services and to promote the safeguarding of all residents in compliance with the National Minimum Standards for residential provision and current legislation.
- To lead on behaviour management of students, by following the disciplinary procedure for any breach of accommodation rules.
- To assist in the development, monitoring and maintenance of accurate and comprehensive electronic records for all aspects of accommodation services including monitoring welfare and support for 16 to 19-year-old students and managerial reports.
- To ensure halls agreements and contracts are kept up to date and compliant with legal requirements.

- To lead on halls inspections, including room checks and ensure that timely health and safety checks are carried out in all hall's accommodation.
- Undertake DSL training and be part of DDSL team.
- To market all accommodation services and promote at college Open Days
- To assist in the development, updating, maintaining, reviewing and evaluating of the full range of accommodation services to ensure the health, safety and well-being of residents.
- To provide first aid cover.
- To liaise with other college services to ensure high quality customer service activities for all residents.
- To assist in the organisation and implementation of events and social activities for all residents.
- To be involved in staff induction, conducting briefings and handovers and assisting with training. Line manage a team of Accommodation Support Officers, conducting PIP's and regular 1:1's.
- To work a shift rota, to participate in the call-out rota for the Wardens Emergency Support and cover sickness and holidays as required across all accommodation sites of Loughborough College Group.
- To place orders using the college financial management system
- To lead on staff wellbeing by promoting activities and services available to the team.
- To be the primary deputy for the Head of Accommodation

Core Responsibilities

- To promote the College's 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 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 ensure the administration and electronic records for the College halls of residence are current and accurate.	College accommodation information is available to support management reporting and student wellbeing.
Contribute to the College's halls of residence and leased accommodation being maximised in terms of occupancy.	The College is efficiently and effectively utilising its assets, meeting the needs of students and maximising financial performance.
Assist with maintaining the College's halls of residence accommodation to a high standard.	The College accommodation meets health and safety legislation and other regulations and is safe and is of a high quality standard for the needs and wellbeing of its users.
To participate in the provision of excellent customer service for all College residents.	Contributes to student retention. Ensure customers have the correct information and advice in a polite and professional manner.

8. Key Working Relationships and Communications

Internal: 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
Brings leadership qualities to supervisory skills; inspires others to be their best considering the FREDIE values. Effectively manages team to deliver a service, providing clear direction and support. Increases employee engagement. Communicates with impact and sophistication; adapts style and uses varied media to meet different audience needs.	Supports change and supports colleagues in adapting to change. Looks for opportunities to do own job better; puts forward ideas. Always considers longer term impact of own tasks. Uses a structured and collaborative approach to solving problems in own and related work areas. Reaches clear, definite and timely decisions based on thorough understanding of the facts and an eye to their practical implications. Multi-tasks and consistently delivers own and team objectives 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 and improves health, safety and wellbeing of team; team or department comply fully with College policies. Improves diversity, equality and inclusion in own area; challenges inappropriate behaviours. Understands self and others; communicates with sensitivity; handles difficult people and events effectively.
Delivering Excellent Quality	
Anticipates customer needs; prevents poor service; delivers consistently high quality service. Informs and promotes subject area convincingly; is an ambassador for the College's activities. Takes ownership for own development, supports that of others and develops beyond own role. 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.	Willing to undertake further training through CPD and external providers including networking with peers	•		Application/ Interview
2.	First Aid at Work qualification		•	Application/ Certificates
3.	Possess qualifications in Maths and English Levels 4-9 (GCSE Grades A-C) or equivalent	•		Application/ Certificates
EXPERIENCE				
4.	Excellent IT skills with experience of Microsoft Office suit and the use of spreadsheets and/or bespoke databases	•		Interview
5.	Proven experience in a customer facing role	•		Application/ Interview
6.	Demonstrate experience of developing and reviewing procedures to enhance business development.		•	Application
7.	Be able to demonstrate previous experience of working with young people.	•		Application/ Interview
8.	Demonstrate a commitment towards safeguarding of young people		•	Interview
SKILLS & KNOWLEDGE				
9.	Proven administration and record management skills, with significant attention to detail and accuracy	•		Application/ Interview
10.	Experience of health and safety requirements applicable to housing		•	Application/ Interview
11.	Be able to demonstrate previous experience of working with young people	•		Application/ Interview
12.	Be able to work effectively in a team	•		Application/ Interview
13.	Experience of lone working		•	Interview
14.	Strong interpersonal skills with the ability to influence and build effective relationships	•		Application/ Interview
15.	Experience of compliance inspections, auditing and reporting		•	Application/ Interview
16.	Have a proven commitment to the improvement and maintenance of standards	•		Application/ Interview
17.	Possess good planning and organisational skills		•	Interview
18.	Understand the National Minimum Standard for Accommodation of Students Under Eighteen by FE Colleges		•	Interview
19.	Excellent oral and written communication skills	•		Application/ Interview
20.	Be able to work flexibly	•		Interview
21.	Demonstrate your understanding of diversity and inclusion	•		Application/ Interview

BEHAVIOURS				
22.	Demonstrate a commitment to self-development	•		Interview
23.	Promote the College's equal opportunities policy and practices	•		Interview
24.	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 September 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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