# The Leicestershire College
# Job Description

## 1. Job Details

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|---|---|
| Job Title: | Accommodation Officer – Waking Nights |
| Department: | Leaner Services |
| Reporting To: | Senior Accommodation Officer – Nights |
| Hay Grade: | G2 |
| Salary: | £27,600.00 Per Annum |
| Date of Job Evaluation: | TBC |
| Date: | November 2026 |

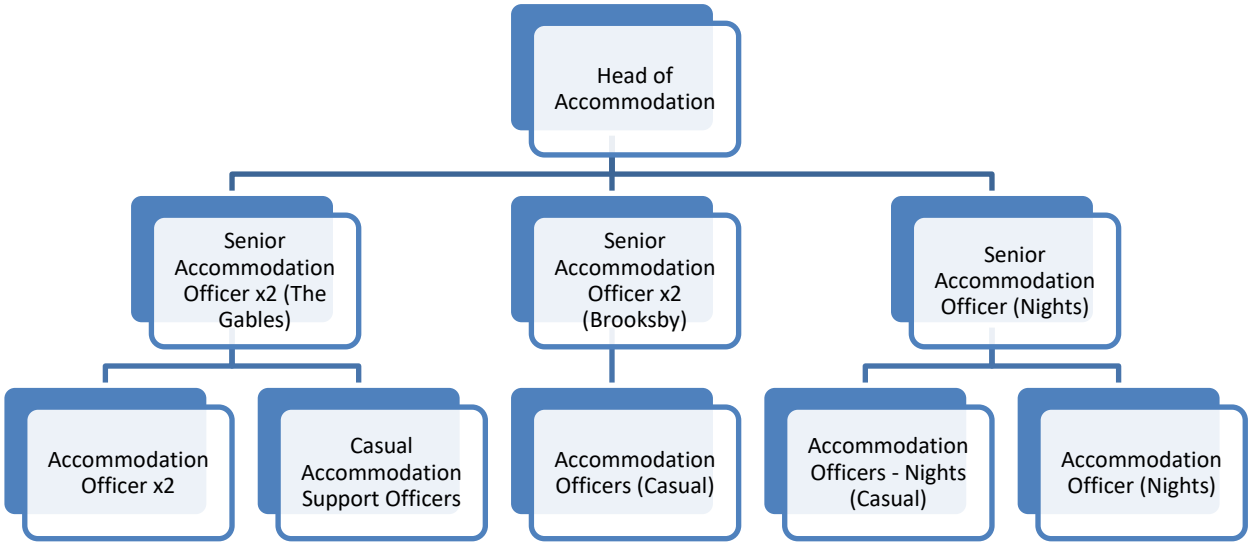
## 2. Job Purpose

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

## 3. Dimensions

*Staff Numbers* – The service is operational 24/7 and this role contributes to the operational rota where there are 2 Senior 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







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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 all residents, for students aged 16 - 19.
- To work in a way that promotes the safety and wellbeing of young people, awareness of Safeguarding procedures.
- To promote Loughborough College and its subsidiaries as the first-choice destination for students, 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 participate in 24/7 site support cover, emergency callouts, sickness and holiday cover to provide service cover at key times. To work across all Loughborough College Group accommodation sites/
- 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.

- To promote a positive approach to security and discipline within the College community.
- 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 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 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 be involved in staff induction, conducting briefings and handovers and assisting with training.
- 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'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 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, conducting all Health and Safety procedures** | To ensure that a high level of customer care is provided at all times and the sites are compliant |
| **To provide a safe environment where residents feel you are approachable whilst maintaining professional boundaries** | To ensure safety of site and safeguard the young people in our care |
| **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. Knowledge, Skills and Experience (Person Specification)

| **QUALIFICATIONS** | | **ESSENTIAL** | **DESIRABLE** | **HOW ASSESSED** |
|---|---|---|---|---|
| 1. | First Aid at Work Qualification | | • | Certificates |
| 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 |

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|---|---|---|---|---|
| 8. | Good administration, organizational and IT skills (including knowledge of Microsoft Office, Email and The Internet) | • | | 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 November 2026 and may be amended in light of changing circumstances following discussion with the post holder.

## 11. Job Description Agreement

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|---|---|---|---|
| **Job Holder Signature** | | **Date** | |