

# ABB COLLEGE CAMBRIDGE

ACCOMMODATION OFFICER

PERMANENT

SEPTEMBER 2021



**α+ Alpha Plus**  
group

the **Gold Standard** in education

# ABBAY COLLEGE CAMBRIDGE

## ABOUT US

Abbey College is continually expanding with over 400 students from more than 40 countries currently study with us. They are united by one ambition: to enter one of the top universities in the UK. Our students, working with our experienced, professional, highly skilled staff, form a vibrant community. A place that is dedicated to securing outstanding achievement for all.

During this growth our educational ethos has remained very clear: outstanding achievement for all and provide the best possible start for every child in our care.

Our staff come from a diverse range of experience and backgrounds. We know that the staff are our greatest asset so we are constantly on the look out for individuals with the skills and perspective to support our ethos. We invest heavily in staff training and development as this is absolutely fundamental to what we do.



We are a boarding college which aims to provide boarding facilities of the highest standard to allow students to thrive in their educational studies. Students are given an appropriate degree of independence while boarding staff monitor and support a healthy and safe lifestyle.

The majority of our students are cared for by members of the Boarding Team who live in the boarding houses, and who are available to help students at all times outside of the school day. A small number of our students live with our outstanding host families, some with their own relatives, and for those who are eligible in their second year of study, independently.

Abbey College Cambridge is a constituent college of the Abbey DLD Group of Colleges, which is in turn part of the Alpha Plus Group.



## ACCOMMODATION TEAM

The Accommodation Team is part of the wider operations team, a team that ensures the smooth running of the College to enable teaching and boarding staff to focus on educating and caring for the students.

The Accommodation team aims to ensure that every student at Abbey College Cambridge, lives in a safe and age appropriate place to call their home.

The continual expansion of the College ensures that any role within the accommodation team and wider operations team, offers opportunities for development and improvement. Working in the accommodation team offers a dynamic and supportive working environment where no two days are the same.

Every student in the school is admitted into their accommodation by the accommodation team. The team ensure:

New and returning students are placed in age appropriate accommodation across boarding houses and host families.

Helps those students who request to move or change their accommodation.

Ensures that those requesting to live with relatives are fully supported.

Helps to encourage independent living for the small cohort who are eligible.

Supports with home visits to students living independently.

Supporting with delivery of a high quality accommodation for our students.

Supporting with storage and movement of their belongings.

Supporting, training and managing host families.

Corresponding with agents, sales team, and relatives.

Undertaking student survey and suggesting improvements.





## ABOUT THE ROLE

The principal duties of the Accommodation Officer, involve assisting the Head of Accommodation at Abbey College to deliver a high quality accommodation service for our students and help to ensure the smooth running of the department.

### Main duties and Key Responsibilities:

#### **Placing returning students in accommodation:**

- Managing the process of placing returning students
- Liaising with students and parents face to face, via email and by phone
- Liaison with the International Admissions Centre plus overseas and local agents
- Ensuring best fit placement of students taking into account age and gender
- Predicting patterns and encouraging alternatives to ensure availability
- Writing accommodation booking confirmation letters to students and hosts
- Logging student arrival details and booking airport transfers where required to enable timely room readiness pre start of term post summer school handover
- Ensuring school database is up to date, with accurate data leading to effective reports
- Liaising with Head of Accommodation for all placements of returning students ensuring best fit and continuous market availability for new student placements
- Managing initial move requests and working with Head of Accommodation for authorisation to move as well as generating updated letters
- Analysis of data and creation of statistics to monitor success of placements
- Working with the boarding team to ensure they have the correct information about student arrivals
- Leading with creation of student welcome pack and reading list

#### **Helping to ensure that the expected standards of operational excellence are met across all boarding houses:**

- Ensuring National Minimum Standards for Boarding Schools are met and surpassed for the Abbey College Cambridge Host provision as well as striving for 'Outstanding' in Hosts with Independent Schools Association
- Supporting with ensuring all rooms are ready for new students set up; with all required equipment, all clean, all maintenance issues resolved and working with the boarding team and wider operations team to achieve this
- Leading with ordering of equipment/furniture for the boarding houses ensuring standardization where possible
- Managing support offered to independent students with requests concerning their living outside of school
- Managing process with students who require short term host family lodgings due to early/late flights
- Managing creation and collation of student surveys, analysing and presenting data
- Responding to any accommodation requests/concerns in a timely fashion

#### **Managing support offered to students who live independently**

- Visiting students as part of their ISP with weekly drop in session
- Providing support with bills
- Organising evening event
- Communicating with parents and agents
- Updating HOA and HSM

## ABOUT THE ROLE

### Daily management of host families and supporting with retention

- Assist with retaining excellent host families
- First line support with host families and day to day issues
- Support with creation and updating of host paperwork, handbooks.
- Managing paperwork and keeping track of important and confidential records as well as completing regular audits.
- Managing visits to host families to maintain relationship with Hosts and ensure accommodation standards are met and surpassed
- Dissemination of paperwork to host families ensuring compliance and awareness of wider school events/news
- Reporting to Head of Accommodation any issues that arise and concerns as well as overview of visits

Support with organising host family events and training

### Quality of data

- Managing the review of and maintenance of updated records of student addresses
- Writing reports and checking data

Ensuring occupancy lists and SIMS are reflective with accurate availability across houses

### Dealing with complaints, queries and problems from students, hosts, agents and parents:

- Liaison with all parties involved and negotiating compromises/solutions
- Tracking complaints or issues with accommodation and communicating clearly with all parties involved
- Handling unexpected face to face visitors

### Operational administration

- Managing of the process of student and staff laundry cards
  - Managing an efficient storage service for returning students for summer
  - Supporting students moving on to university with courier service
  - Managing accommodation purchasing and ensuring budgets are followed
  - Logging of staff accommodation and council tax
- Logging holidays in SIMS

### Wider administrative duties

- Support for Head of Accommodation, attending meetings in their absence
- Support during induction week as and when required for admissions
- Ad hoc Reception duties

The above lists are not exhaustive and you are required to undertake such duties as may reasonably be requested within the scope of the post. All employees are required to act professionally, co-operatively and flexibly in line with the requirements of the post and Abbey College Cambridge.



## CANDIDATES

We are looking for flexible and enthusiast individuals to join our vibrant team.



### Qualifications and Experience

#### *Essential:*

- A-Levels or equivalent experience
- ICT literate, familiar with standard PC packages such as Edexcel and Microsoft Office.
- Experience of working in a busy and dynamic office/college environment

#### *Desirable:*

- Knowledge of SIMS.

### Communication and Interpersonal Skills

#### *Essential:*

- Excellent 'team player' and an outstanding communicator
- Excellent verbal and written English, and will be able to present verbal and written information clearly and professionally to a variety of audiences, with different first languages and variable English skills.
- Ability to build and maintain effective working relationships with students, colleagues, Abbey College and a wide variety of external stakeholders.

### Personal skills and qualities:

#### *Essential:*

- Flexible and extremely well organised, with the ability to juggle and prioritise many tasks,
- Great attention to detail.
- A 'can-do' approach to unprecedented and/or unforeseen events.
- Ability to work under pressure and ability to solve problems in a constructive manner.
- Ability to take a responsible and accountable approach to work.
- Willingness to put in extra hours in order to complete time-critical tasks to a high standard.
- Willingness to undertake other duties as required and work as part of a bigger team





## THE BENEFITS

### Holiday Entitlement:

You will receive 25 days annual leave per year plus all Public holidays, to be taken at times convenient to the college. Holiday restrictions apply from the third week in August to the end of September and the first week of every term.

### Salary:

A salary of £23,000 - £25,000 per annum is offered to the successful candidate depending on qualifications and experience.

### Hours

8:30 – 17:00 Mon-Fri with occasional evening or weekend hours as per the needs of the college



### Benefits

- Employee assistance programme.
- Sports groups (yoga, circuits, etc..) and free on site gym facilities.
- Alpha Plus Group personal pension plan, 6% employer contribution.
- Season ticket train travel discount and loans.
- Ongoing training opportunities
- Cycle to work scheme.
- Discounted school fees.
- Staff music groups.
- Regular social events





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the **Gold Standard** in education

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## ABOUT THE ALPHA PLUS GROUP

The Alpha Plus Group was founded in 1931 and currently comprises eighteen independent schools and colleges. The schools and colleges within the group have developed a longstanding reputation for delivering premium quality education.

Alpha Plus staff are dedicated to providing top quality provision for every student. All students are welcomed into the local college and we ensure that each individual has an exceptional experience.



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ABBEY COLLEGE CAMBRIDGE

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### The Alpha Plus 'Gold Standard'

The Gold Standard is the Group's vision of educational excellence. It comprises two dimensions:

- Cultural - fostering high aspirations and expectations of staff and pupils, always recognising that excellence is a never-ending pursuit.
- Operational - robust governance through which Schools, Colleges and central services are simultaneously supported and challenged in their pursuit of excellence.

Alpha Plus recognise that great schools have their own identity and ethos and we seek to preserve such independent values. Whilst the interpretation and execution of 'excellence' may therefore vary across the Group, many elements, such as outstanding leadership, and passion and pride in teaching and learning, are common to all.

In addition to academic attainment, our cultural aspirations are rooted in the following common principles:

- Achievement defined according to the needs and potential of the child.
- Development of character and resilience, leading to more rounded and grounded children who will be well-placed to contribute and thrive in the world.

Effective partnerships with parents, including advice and help with those subsequent educational placements which will be most suitable for their children. Mutual trust in these shared principles is what defines being part of the Alpha Plus Group.



## YOUR APPLICATION

### How to Apply

Please visit our recruitment website to apply. Please enclose your CV and a detailed covering statement detailing why you think you have the necessary skills to be successful in this position. Applications will be reviewed and interviews arranged for suitable candidate.

### Safeguarding

The Alpha Plus Group is committed to safeguarding and promoting the welfare of our children. All staff are trained in child protection and understand to report concerns by following the safeguarding policies. We ensure all candidates are properly police-checked, and the successful candidate will need to obtain an enhanced disclosure via the DBS.

### Equal Opportunities

We are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships. Please click the link below for further information on employing Ex-Offenders: [Policy on employment of ex-offenders.pdf \(alphaplusgroup.co.uk\)](https://www.alphaplusgroup.co.uk/policy-on-employment-of-ex-offenders.pdf)

### Checks and Training

Enhanced DBS checks to prove your suitability to work with children will be carried out. Evidence of Overseas Criminal Records is required for any country in which you have spent 3 months or more in the last 10 years.

Three written & verbal references from previous employers will be sought, asking for suitability for the role.

Your full employment history will be checked, any significant gaps will require explanation and proof of any relevant qualifications will need to be provided.

You will be required to complete Child Protection Training via e-learning prior to commencing employment.

