

## JOB DESCRIPTION

KEY INFORMATION	
<b>Position Title</b>	Facilities & Services Officer (Accommodation)
<b>Department</b>	Facilities
<b>Reports To (Title)</b>	Head of Facilities

JOB PURPOSE
<p>The purpose of this role is to liaise with internal and external stakeholders to produce and deliver an efficient and proactive accommodation service to all eligible staff. In addition to this, the role will also support school campus facilities daily operations.</p>
KEY RESPONSIBILITIES
<p><b>Accommodation allocations</b></p> <ul style="list-style-type: none"> <li>• Arrange staff accommodations in compliance with school policies.</li> <li>• Reserve apartments upon request from the housing and benefits committee.</li> <li>• Manage move request form and update committee regularly.</li> <li>• Negotiate apartment terms and conditions with Property Management Company (Provis)</li> </ul> <p><b>Accommodation preparations</b></p> <ul style="list-style-type: none"> <li>• Obtain furniture quotes and submit requests to the finance department.</li> <li>• Coordinate with finance and suppliers to ensure timely furniture delivery and apartment readiness for tenants.</li> <li>• Coordinate refurbishment of damaged furniture as needed.</li> <li>• Keep line managers informed of any issues or concerns.</li> <li>• Conduct check-in/check-out inspections.</li> <li>• Conduct regular walk-throughs of accommodations and public areas, reporting maintenance issues to appropriate personnel.</li> </ul> <p><b>Accommodation Maintenance</b></p> <ul style="list-style-type: none"> <li>• Serve as tenants' point of contact for reporting issues, directing them to the appropriate management agent for communal and external repairs and maintenance.</li> <li>• Manage administrative duties such as Tasleem, Tawtheeq, tenancy contract renewals, ADDC clearance, deposit refunds, etc. in coordination with HR and finance departments.</li> <li>• Arrange for cleaning, maintenance, landscaping, security, and ADDC connections/disconnections in leased accommodations.</li> <li>• Communicate regularly with service providers and building management to raise and track ongoing issues.</li> <li>• Maintain accurate photographic and electronic inventory records for all apartments.</li> <li>• Monitor staff complaints and liaise with relevant management companies on a regular basis.</li> <li>• Ensure well-maintained communal areas, safe accommodations with functioning fire and smoke alarms, organized parking allocations, and secure storage facilities.</li> </ul>

### **Onboarding & Offboarding**

- Manage onboarding and offboarding processes, including welcome kit preparation and inventory management.
- Facilitate check-in and apartment orientation for new employees, and arrange key handover.
- Lead offboarding efforts, providing assistance with bill cancellations and status changes.
- Conduct thorough apartment inspections according to the inspection checklist, ensuring keys are returned and inventory is signed off upon employee departure.
- Ensure prompt cleaning and maintenance of vacated apartments to enable efficient reallocation without financial penalty.

### **Administration**

- Maintain an updated housing log and timeline for all requirements.
- Collaborate with the HR Manager to submit MOAs and arrange rectification of tenant concerns, including obtaining quotes and approval for necessary work.
- Supervise accommodation service providers and conduct biannual meetings to address concerns.
- Organize and lead biannual meetings with building management providers.
- Monitor and promptly respond to Cranleigh Accommodation email requests.
- Establish a streamlined protocol for emergency or after-hours coordination with building management by tenants.

### **Facilities Campus Operations**

- Collaborate with the Head of Facilities to develop and implement efficient campus facilities policies and procedures.
- Support Head of Facilities in overseeing all facilities related service providers to ensure that they meet organizational objectives and maintain high standards of service.
- Support Head of Facilities in management of daily campus facilities operations.

### **Policies**

- Assist with recommendations on accommodation policies and the MoA.
- Contribute to staff FAQ relating to accommodation.

*Cranleigh Abu Dhabi is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment and to follow the school's Child Protection procedures.*

<b>KNOWLEDGE &amp; SKILLS</b>	
<b>Minimum Educational Qualifications Required for the Role</b>	<ul style="list-style-type: none"> <li>• Bachelors, or equivalent or;</li> </ul>
<b>Minimum Years of Experience Required</b>	<ul style="list-style-type: none"> <li>• 2-3 years experience working in education or hospitality sectors</li> </ul>
<b>Nature of Relevant Experience Required</b>	<ul style="list-style-type: none"> <li>• Show initiative, be self-motivated and be prepared to ensure that standards, protocols and policies are followed at all times</li> <li>• Have extensive experience in administration</li> </ul>

	<ul style="list-style-type: none"> <li>Have an understanding of the laws of the UAE.</li> </ul>
<b>Language Skills</b>	<ul style="list-style-type: none"> <li>English is essential, Arabic is preferred but not essential.</li> </ul>
<b>Special Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>Proficient computer skills, including Microsoft Office Suite (Word, PowerPoint, Outlook, and Excel)</li> <li>Excellent organizational skills and ability to prioritize workload</li> <li>Excellent interpersonal and communication skills</li> <li>A Positive solution focused approach.</li> <li>Valid UAE driving license is preferred</li> </ul>

INTERACTIONS	
Key Internal Contact 1	Staff - Daily, Head of Facilities - Daily
Key External Contacts 1	Property and Facilities Management Company & Suppliers

WORKING ENVIRONMENT	
<b>Working Conditions</b>	<ul style="list-style-type: none"> <li><b>Working Shift hours in line with Accommodation requirements</b> (working hours will sit within 06:00 -19:00hrs range, depending on the shift)</li> <li>At times the Accommodation Officer will be required to work weekends and out of hours.</li> </ul>

DOCUMENTATION			
<b>Documented By</b>		<b>Signature &amp; Date</b>	