

Organisation:	Luminate Education Group
Primary Organisation Supported <i>(only use this field for LEG service member of staff)</i>	Leeds Conservatoire
Core Job Role:	Member of Student Support Team within HE Quality and Standards Directorate
Job Title:	Student Accommodation Adviser – International Lead
Reports to:	Funding and Accommodation Manager HE Student Support Manager
Grade	D
Date of compilation:	17/01/2024

ROLE SUMMARY:

This role is to take lead responsibility for information, advice and guidance on student accommodation for those studying at University Centre Leeds and Leeds Conservatoire, including allocations to purpose-built student accommodation where nominations agreements are in place. The post holder will be expected to lead on accommodation issues, leading on support for international students, and contributing to the development of relevant policies, procedures and practices. The post holder will establish effective working relationships with accommodation providers, relevant external agencies and local partners.

SPECIFIC ROLE RESPONSIBILITIES:

- Work under the direction of the Head of Student Support and Wellbeing to assume responsibility for the delivery of a fit-for-purpose and inclusive student accommodation service.
- Take lead responsibility for information, advice and guidance on student accommodation, including allocations to purpose-built student accommodation where nominations agreements are in place and signposting students to other accommodation providers.
- Maintain extensive and up to date knowledge of the local rented sector and issues associated with accommodation that commonly affect students.

- Establish and develop relationships with appropriate local and national organisations and by doing so, remain apprised of national policy developments such as changes to legislation.
- Offer one-to-one information, advice, guidance and support to prospective and current students, including more in-depth casework as required.
- Work closely with Support Managers to ensure prospective and current students have appropriate accommodation and their support needs and/or adaptations are in place.
- Support the wider Funding Team and Student Support Teams at Leeds Conservatoire and University Centre Leeds during peak times of the year, including campaign planning and delivery.
- Identify where specialist guidance is necessary and make student referrals internally and to external agencies as appropriate.
- Liaise with appropriate staff and Student Services colleagues to arrange resources for students and promotion and publicity for the Accommodation service.
- Support the work of the Students' Union (SU) and the wider student support teams in planning and delivery of appropriate events and activities throughout the academic year.
- Undertake appropriate administration, including confidential record keeping, production of statistical data/reports, updating procedures and producing good practice resources.
- Advise the Head of Student Support and Wellbeing and Group Director of HE Quality and Standards on issues pertaining to our accommodation services.

CORE RESPONSIBILITIES:

- Attend and contribute to team meetings, planning days and other departmental staff events.
- Liaise with external agencies as required.
- Represent higher education on relevant cross-group committees/forums.
- Engage in policy development and review activities.
- Develop and maintain offline and online information and communication, which provides students and staff with access advice, guidance and signposting.
- Run focus groups and surveys to gather staff, student and other stakeholder feedback to inform planning and development of resources.
- Participate in open days, student activities, awareness-arising events, and enrolment, which will involve occasional weekend and evening work.
- Work flexibly as a member of the Student Support team.
- Attend and contribute to team meetings and staff development activities, sharing information and best practices.
- Provide information and data to enable timely reports to be collated.

GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody our Organisational Culture:

Few rules & clear boundaries

The ability to be creative, within areas of focus.

Ownership & performance

Using our robust business planning model to allow areas to have clear ownership over their vision and remit.

Energy & enjoyment

Fostering an environment that enables our people and learners to be brave, interact and have fun.

Creative & reflective

Always hungry to learn and looking ahead to see what is on the horizon.

Passion & ambition

Encouraging all to think aspirationally, inspiring others to do the same.

Collaborative & responsive

Proactively seeking opportunities to create synergies and positive outcomes for all.

Person Specification

Job Title:	Student Accommodation Adviser – International Lead
Department	HE Quality and Standards – Student Support Leeds Conservatoire and University Centre Leeds)

The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation, C= Certificate, MT = Micro Teach

Qualifications and Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Q1. English and Maths at Level 2 / GCSE	A / C
E	Q2. Degree or equivalent higher-level qualification	A / C
D	Q3. A recognised qualification in at least one area of expertise in advice/ support work to a minimum of NVQ 4 in Information, Advice and Guidance or equivalent, or substantial experience	A / C
Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	EK1. Experience of working in higher education	A / I
E	EK2. Experience of delivering student accommodation, including working with a range of partners and referring to their services	A / I

E	EK3. Knowledge of financial support and of welfare issues which can be barriers to learning or progression and experience of supporting clients to overcome these	A / I
E	EK4. Up-to-date knowledge and experience of student welfare issues	A / I
D	EK5. Experience of working with vulnerable groups in an educational, or similar, setting, including working with students experiencing financial hardship.	A / I
D	EK6. A thorough knowledge of the student fees, finance and funding.	A / I

Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	SC1. Excellent communication and interpersonal skills which can be adapted to meet the needs of a range of audiences including students, colleagues and other partners.	A / I
E	SC2. Able to be adaptable to the needs of staff and students	A / I
E	SC3. Able to help students with issues surrounding accommodation, welfare and personal matters	A / I
E	SC4. Planning and delivery of group activities, training or information sessions	A / I
E	SC5. Able to stay calm and work under pressure, prioritising and managing time to meet deadlines.	A / I
E	SC6. Strong digital skills - IT literacy, use of social media and new technologies Excellent ability to keep accurate and objective records	A / I
E	SC7. Be a good listener who is non-judgemental	A / I
E	SC8. Able to work well both as a member of a team and using own initiative	A / I
E	SC9. Recording, reporting on and monitoring guidance and interventions with students using online systems	A / I
Behavioural, Values and Ethos		

Essential (E) Desirable (D)	Criteria	Method of assessment
E	B1. Support and promotion of equality, diversity and inclusion	A/I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I