Unipol Student Homes

Office Administrator and Homestay Co-ordinator

35 hours per week – three years fixed term

This is a new post and two main axes to provide support and assistance:

- to both the Chief Executive and Deputy Chief Executive in running their offices, organising diaries and meetings, servicing meetings and undertaking administrative backup in respect of content and notes of meetings. Also helping the Deputy Chief Executive in administering some human resource functions (including helping with the induction and training of new staff) and assisting them in their role as Company Secretary in which they oversee the governance functions of the charity and (estimated at 50% of the post).

- to the Assistant Chief Executive - Hub Services, in coordinating Unipol’s Homestay arrangements and, in particular, to help run the arrangement recently entered into with the University of Leeds Language Centre to provide their Homestay programme (estimated at 50% of the post).

This front line role requires a wide ranging skill set including:

- good face-to-face communication;
- the ability to assist students from all around the world;
- the ability to liaise with other housing providers and the University of Leeds;
- excellent administration skills, providing a timely and appropriate response within the envelope of defined administrative routines.

You should be accurate, flexible, and rigorous in your work, and be able to display initiative and considerable organisation of your own workload. You will require a high degree of personal integrity and confidentiality in much of the work undertaken. Previous experience of supporting senior staff in the management of their diaries and staffing processes or of having direct experience of providing services for international students is an advantage.

You will report to the Deputy Chief Executive but will work on a day to day basis with the Assistant Chief Executive - Hub Services, on matters relating to the Homestay programme. The post is based in Leeds.

It is essential that you should have a full, current, valid driving licence and have frequent access to their own motor transport (although a pool car is available for meet and greet activity). A mileage allowance is paid for work related business. The job may involve visiting as number of Unipol sites and it is not time efficient to use public transport or a bicycle and there may be a requirement, at times, to carry stock.

At certain key times of the year this post will involve some limited late night working
and working at weekends for which additional hours allowance is paid. Some meetings may also take place outside of normal office hours.

Unipol, the University of Leeds and the other universities and organisations are multicultural communities, which value diversity. You are expected to treat all individuals fairly, with dignity and respect and contribute to creating a safe, supportive and welcoming environment for all.

University Grade 5 (£22,214 - £25,728 p.a.) according to qualifications and relevant experience.

Informal enquiries may be made to Liz Hodgen tel +44 (0)113 205 3415, email jobs@unipol.org.uk.

Ref: CSUNI1029

Click here for further information about Unipol http://www.unipol.org.uk/home
Unipol Student Homes is a company limited by guarantee, registered in England and Wales NO 3401440. Registered Charity No. 1063492.
Job Description

Reports to: Deputy Chief Executive

Main duties and responsibilities

Support and Assistance to the Chief Executive and Deputy Chief Executive (estimated at 50% of the post)

Office Administration

You will:

- organise both offices to maintain administrative efficiency;
- maintain central diaries for both senior staff, set up meetings with staff, as required and ensure that meetings are organised in a timely manner;
- ensure that arrangements for holding meetings are in place, rooms booked and prepared, informing participants, ensuring that relevant documentation is circulated prior to the meeting and that equipment and paperwork is available at the meeting, as required;
- arrange car parking for visitors;
- maintain a regular stock-take of all office stationery and order to replace stock, as required;
- administer all office keys and fobs to all staff within the organisation, maintaining appropriate and accurate records of key recipients.

Human Resource (HR) Administration

All staff at Unipol are jointly employed by the University of Leeds and you are required to liaise frequently with the University HR staff in helping to administer staffing systems.

You will:

- assist the Deputy Chief Executive in recruiting staff by helping to administer the recruitment process and assist in setting up interview panels, ensuring that these are arranged in a timely manner, with candidates being informed of the interview and selection arrangements;
- update information on the SAP system (the University HR records system) and the employee self-service system ensuring that:
  - all holiday entitlements are accurately reported and responding to staff enquiries about their holidays;
  - sickness and other absences are recorded, as they occur;
  - overtime payments are correctly calculated due from timesheets submitted by staff and manage a spreadsheet;
  - time off in lieu (TOIL) is recorded accurately;
new staff are set up for work by ensuring they have till IDs, mobile phones, Unipol usernames and passwords, finance system usernames and passwords, University of Leeds usernames and passwords, identification;

staff profile pages are maintained on the website adding new staff profiles and photos and removing profiles of staff who have left;

they assist the Deputy Chief Executive in staff training and induction particularly undertaking induction and welcoming arrangements for new staff;

they administer the right to work requirements for employees;

they arrange DBS checks as directed by the Deputy Chief Executive;

they maintain records of casual staff, preparing work the paperwork for signature by the Deputy Chief Executive.

**Company Secretary and Governance Administration**

You will assist the Deputy Chief Executive (who is also Company Secretary) to:

- service the Board and Committee meetings and in arranging the annual Board visit to properties including the coordination of draft papers for meetings and ensuring that staff provide the relevant support papers;
- organise the induction of new trustees;
- ensure that new Trustees have and return relevant documentation required to be a trustee and that documentation in respect of Companies House, the appointment of Directors forms and the Directors register of Interests forms are obtained and stored;
- maintain the database of Trustees;
- obtain signatures from Board members on formal documentation as requested.

**Assisting the Assistant Chief Executive - Hub Services to Coordinating the Homestay Arrangements and Programme (estimated at 50% of the post)**

This is a new partnership arrangement between Unipol and the University of Leeds that starts on October 1st 2017.

The Language Centre is part of the School of Languages, Cultures and Societies, in the Faculty of Arts at the University of Leeds and covers the full range of language training and preparation courses for prospective and current university students. The Homestay programme helps international students improve their language skills and learn about UK culture. This is done by pairing the students up with a Homestay host. The host lives within a 40 minute commute of the University of Leeds, meets the student on arrival in Leeds, interact with the student regularly and provides meals. It is important that this immersive experience is mutually enjoyed by the student and the host and that the student is welcomed, accommodated comfortably and enjoys their stay.
The programme is small with just under 60 students currently using it throughout the year (although this may increase up to 100 over the first two years). There are 29 accredited Homestay Hosts with a further 4 in progress and, if expansion continues, more hosts will be needed.

The Office Administrator and Homestay Coordinator is the main member of staff coordinating and administering the programme, although other organisational resources will be called on, as necessary, throughout the year to assist.

Coordinating and administering the Homestay programme can be seen as servicing three constituencies: the hosts, the students and the Language Centre.

**The Hosts**

You will:

- work with all the current hosts to enable as many as possible to become accredited under the Unipol Homestay Code;
- work with the Language Centre to recruit new hosts annually from within the University community and the wider landlord community;
- liaise with the Language Centre to host an evening annually (assisted by the Training and Events Officer) to enable hosts to network and to provide a forum for information and expected student numbers going forward;
- maintain a working knowledge of the Unipol Homestay Code and the British Council’s Accreditation requirements for providing Homestay accommodation;
- assist in the operation of the Unipol Homestay Code and related conditions and the British Council Code of Practice:
  - processing membership to the Code
  - ensure a signed declaration of compliance is obtained along with a signed Schedule to the Homestay Code.
  - visit new premises to ensure compliance with the required standards and then confirming compliance on a two yearly cycle
  - make hosts aware in writing of the rules, terms and conditions with respect to the provision of accommodation services
  - check that the annual fire risk assessment has been carried out and a copy is kept on file
  - ensure that copies of an Electrical Safety Inspection and a current Gas Safety Certificate are checked and kept on file
  - ensure that the correct insurance cover is in place
- send an annual questionnaire to hosts to elicit feedback on the Homestay programme;
- administer all bookings and placements (informing the University of Leeds for payment arrangements to be put into place and undertaken by them) including confirming arrival arrangements and undertaking any adjustments of cancellation of those arrangements;
• ensure the Agreement is signed by both the University and the host for the period of each placement;
• ensure that hosts receive a profile of their student placement prior to their arrival and are encouraged to make contact prior to the student’s arrival;
• send any available cultural information to the host to help promote a successful placement.

**The Students**

You will:
• allocate students to an appropriate host placement and put into place the information and arrangements necessary for a successful arrival and period of residence to include;
• prepare, provide (to the student) and update annually a host profile detailing information about the family, the house and living space, travel services and times from the accommodation to the University and other useful information such as the presence and type of household pets and whether smoking is permitted;
• inform students of their insurance cover and obligations;
• ensure that the Agreement to be signed between the University and the student provides accurately the details of the placement and is signed by both the student and University for the period of the placement;
• arrange, or arrange for others, to meet and greet arriving students travelling to either Leeds/Bradford or Manchester Airports and arrange transport to and from the airport (access to a Unipol pool car will be provided) and accompanying students back to the University to meet their hosts. Arrivals frequently take place at the weekend.

**The University of Leeds Language Centre**

Liaison between Unipol and The Language Centre is a key part of the success of this programme.

You will:
• undertake all communication concerning the student placement with the host after an initial introduction has been effected by the Language Centre;
• liaise with the Centre in respect of pastoral care arrangements (including the completion of a student feedback questionnaire) which will be carried out by the Language Centre;
• identify any problems or issues report these back to the Language Centre;
• arrange and service two monitoring and evaluation meetings to be held each year.
Other Homestay Schemes

Unipol administers a small scheme for Bradford College and runs a number of Homestay Codes in Leeds, Bradford and Nottingham for students staying in owners’ homes. You will assist the Assistant Chief Executive - Housing Hub in verifying and maintaining standards for these schemes.

Financial Systems

You will liaise carefully with the Finance Manager and follow Unipol's financial systems in all respects. If in doubt about those systems, particularly involving any cash transactions, you will have responsibility to ask the Finance Manager to outline and explain those systems so that no doubt can arise as to the procedures to be operated. You will also ensure that all financial matters are reported properly to those operating Unipol's financial systems.

General

You will undertake such general duties within Unipol as from time to time may be required and shall accept periodic revisions of this job specification where transferable skills are utilised.

University Values

All staff are expected to operate in line with the university’s values and standards, which work as an integral part of our strategy and set out the principles of how we work together. More information about the university’s strategy and values is available at http://www.leeds.ac.uk/comms/strategy/.
Person Specification

Essential

Knowledge

- Experience of working in a customer service environment with knowledge and competence in IT systems, including Microsoft Word, Excel, outlook

Skills and competencies

- Ability to develop and maintain good relations with partners, visitors, senior managers, staff and consumers
- Proven administration skills being a rigorous administrator, providing a timely and appropriate responses within the envelope of defined administrative routines
- Excellent accuracy and attention to detail
- Good organisational skills with the ability to work autonomously and organise your own workload
- An ability to work under pressure using your own initiative
- Self-motivated with good organisation, negotiation and problem solving skills
- Ability to effectively engage with students and hosts and demonstrate patience tact and approachability
- Ability to communicate effectively with strong communications skills both orally and in writing with different stakeholders
- Possess a committed and flexible attitude
- Have a high degree of personal integrity and confidentiality
- Full, current, valid driving licence

Desirable

- Experience of working in housing and having an understanding of key issues affecting people in the student housing sector
- Experience of working in higher education or with young adults and a positive approach to the issues they may have
- Experience of providing services to international students
Additional Information

Working at Leeds
Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our Working at Leeds information page.

Candidates with disabilities
Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our Accessibility information page or by getting in touch with us at disclosure@leeds.ac.uk.

Criminal record information

Rehabilitation of Offenders Act 1974
A criminal record check is not required for this position. However, all applicants will be required to declare if they have any ‘unspent’ criminal offences, including those pending.

More about Unipol

General Information

Unipol is a housing Charity established in 1973 by the University and the then Polytechnic in Leeds in co-operation with their Student Unions. In 1997, Unipol became an incorporated Charitable Company with a Board structure.

Unipol provides assistance in finding and supplying housing for students in Nottingham, Leeds and is the main private sector service supplier for the University of Bradford and Bradford College, Leeds Beckett University, the University of Leeds, Nottingham Trent University, The Northern College of Contemporary Dance, Leeds City College, Leeds College of Art and Leeds College of Music.

Unipol fulfils four distinct but connected roles:

- Unipol runs a number of successful voluntary accreditation schemes for owners letting to students that covers 79 of student housing need in Leeds, 65% in Nottingham and 99% in Bradford. The Codes are designed to maintain and improve property and management standards. Unipol also supports the University of Exeter in running their accreditation scheme.

Unipol has a stake in two Government Approved Codes of Practice dealing with larger student developments in the United Kingdom. Unipol currently accredits an estimated 271,000 student bed spaces (expected to rise to 300,000 over the course of 2017).

- it runs three Housing Hubs providing a forum in which owners can advertise their properties. Although owners are asked to pay a fee for Unipol's services the Housing Hubs are partially funded by the institutions listed above. Unipol's websites, which
centralises all private sector vacancies, are a major source of information and advice for students and receives around 100 million hits a year

- it has its own Housing Section which develops, takes into ownership and manages refurbished properties and lets them directly to students. Unipol is currently responsible for housing around 3,000 students (including over 310 student families) located in Leeds, 270 students in Nottingham and 59 students in Bradford

- through its training arm "Unipol Training" Unipol is the main national trainer in the niche market of student accommodation, running a full annual programme. The training arm also undertakes some bespoke in house training and a number of briefings for different constituencies. Unipol has in-house training facilities in both Nottingham and Leeds.

Unipol is currently following a Forward Look designed to maintain and upgrade its services to meet the increasing needs of its student clientele and increase its own accommodation services. A copy of this can be found at http://www.unipol.org.uk/footer/governance/corporate-documents-policies/forward-look-2015-2018 on Unipol's website.

**Unipol is organised into six operational areas:**

i) the Senior Management Team consists of the Chief Executive, the Deputy Chief Executive, the Director of Finance, the Assistant Chief Executive - Hub Services, the Assistant Chief Executive - Housing, the Assistant Chief Executive - Standards and Projects and the Assistant Chief Executive - IT and Communications.

The Chief Executive and Deputy Chief Executive are supported administratively by the Office Administrator and Homestay Coordinator and this post fits within the Deputy Chief Executive’s team.

ii) the Housing Services team is currently in a state of transition and the organisation is mid-way through merging the housing services team with the Housing Hub teams in Leeds and Bradford.

The Housing Services team is overseen by the Assistant Chief Executive - Housing Services and consists of the Housing Manager, the Housing Services Coordinator, the Development Manager and a Maintenance Coordinator with overarching operational and management functions.

In Leeds and Bradford day to day housing management is carried out by two housing management teams under Two Housing Team Leaders with two Senior Housing Management Officers, three Housing Management Officers and an Assistant Housing Management Officer. The team is supplemented by Residents’ Assistants (currently 17) and a number of part time Housing Assistants (varying from two in term time to seven over the summer). The Housing Assistants are overseen by the Senior Housing Management Officer (Procurement) and the Residents’ Assistants are overseen by the relevant Housing Management Officers.
The Housing Hub operations are overseen by the Assistant Chief Executive - Hub Services and she is assisted by the Hub Marketing Officer and a number of Housing Hub Assistants (currently six).

Located within the housing management team but directly answerable to the Deputy Chief Executive is the Tenancy Support Officer.

iii) the Finance Team is headed by the Director of Finance and consists of a Finance Manager, a Senior Finance Officer and three full time and one part time Financial Assistants supplemented by consultants for project work from time to time.

iv) the Nottingham Service is led by the Nottingham Services Manager and consists of a Senior Housing Management Officer and one other Housing Management Officer and a number of part time Residential Assistants (currently three).

v) the organisation has a technical services arm that is led by the Assistant Chief Executive - IT and Communications who oversees an IT Manager, two ICT Officers, an Applications Developer and two part time support staff to ensure that the organisation maintains high quality IT and web services.

vi) The Student Interface and Standards Team is headed by the Assistant Chief Executive - Standards and Projects who oversees all accreditation and tribunal systems which is coordinated by a Unipol Codes Administrator and a National Codes Administrator together with a Code Complaints Investigator. The conferences and training operation (with the Training and Events Officer) digital media with the Digital and Social Marketing Coordinator) all work within this area.