



Job Description

Post/Job	Housing Assistant
Ref:	30429
School/Service:	Student Services
Group/Section:	Residential Services
Location:	Any University building
Normal hours per week:	37
(Some flexibility will be required in order to ensure that key time scales and deadlines are met).	
Grade:	3
Responsible to:	Bookings & Administration Officer

Job Purpose

To provide high quality, efficient and customer focused letting and housing management services to HE students (mostly Bournemouth University students) both in University managed accommodation (Halls and Unilet managed houses) and students housed in private sector housing via the University Letting Service. The postholder will be working within the Residential Services team whose aims are to provide safe, comfortable and value for money accommodation to students, which facilitates their educational, social and personal development and thereby enhances their student experience at Bournemouth.

The postholder will be part of a small letting and housing management team, requiring close co-operative working with colleagues, covering of absences as required and will spend some time as “front of house” in a University Hall of Residence. Duties will also include acting as a Personal Assistant to the Management team and Senior Housing Officers, and providing administrative support as directed.

Main Responsibilities

1. Take full part in the “front of house” operations of the Service, both in the Accommodation Office and in University Halls of Residence, including communicating with prospective Landlords and student Tenants (including their parents as guarantors) and promoting the Services available.
2. Provide administrative support to the Senior Housing Officers (SHO) for all functions of the Service, including (but not exclusively) BU private sector lettings, University managed houses and University Halls of Residence.
3. Take a full and active part in rent collection for University managed housing including taking payments, administering banking, doing reconciliations and issuing rent reminders as required.
4. Ensure that computer databases are kept up to date, are accurately completed and any failings or flaws are quickly rectified with reference to the SHO's.
5. Provide assistance and advice, on a one to one basis if needed, to the Services niche customers including (but not exclusively) International students, couples, families, students with additional needs and disabilities, students studying Health and Social Care courses, exchange students and short course students.
6. Provide cover for other Housing Assistants and Halls Supervisors as required from time to time.
7. Organise and administer bookings for summer letting activities within University managed housing.
8. Supervise temporary staff appointed to assist at peak times.

9. Assist in the production of void room analyses within University managed housing to provide management with the necessary performance data.
10. Monitor the accuracy of the accommodation part of the University website, advising SHO's where updates are required or errors discovered.
11. Act as PA to the Management team and SHO's, attending meetings as required, organising diaries, recording sickness and leave requests, and providing individual administrative support as requested.
12. Attend occasional University Open Days as part of a rota, some of which are on a Saturday, to advise prospective students on any and all University accommodation matters.
13. Undertake any other responsibilities as may be required from time to time as directed by Senior Housing Officers, the Housing Manager or the Residential Services Manager.

Organisation Chart



Dimensions

- Collecting Rents in the region of £5 million
- Collecting out of term time rents in the region of £100,000

Contacts

- Internal: Residential Services Manager, Accommodation Administrative Manager, Head Tenancy Manager, Accommodation staff, Programme Administrators, Finance, Estates Department, Students Union and International Office.
- External: Parents, Private Landlords, Neighbours, Letting Agencies, Utility Companies

Challenges

- Dealing with students and parents in a friendly and sympathetic way
- Initially sourcing and negotiating rents in private accommodation
- Personally dealing on a one-to-one basis with international and EU students arriving here with little or no knowledge of the country and helping them find and settle into suitable accommodation
- Forming relationships with different cultural agencies with regard to understanding individual requirements
- Being aware of and understanding cultural differences and sensitivities
- Helping students understand their responsibilities with regard to contracts, licences, rent payments etc.
- Placing students with particular needs such as single parent families

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an [offence to apply for](#) and perform the role, if a person is barred from engaging in regulated activity. Further information is available in BU's [Safeguarding Policy](#) and Suitability Statement on the Recruitment and Employment of Ex-offenders.

Additional Information

Hours would need to be flexible, with extra hours from mid-August to mid-October, with time in lieu to be taken between December and the end of May.

NB: The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

All employees have an obligation to be aware of the Universities Environmental Policy, Carbon Management Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmental responsible manner.

June 2026



Person Specification

Post / Job Title:	Housing Assistant	Post No: 30429
School / Support Service:	Student Services	Date: March 2026
SELECTION CRITERIA		Essential / Desirable
Knowledge (including experience & qualifications)		
1. Experience in a customer service / front of house environment		E
2. Experience in an administration office environment		E
3. Experience or knowledge of the education or housing sectors		D
4. ECDL qualification or similar		D
Skills		
1. Good IT skills (Word, Excel, databases, PowerPoint)		E
2. Strong Customer Service skills		E
3. Good interpersonal and listening skills		E
4. Good oral and written communication skills		E
5. Able to work accurately with an eye for detail		E
Attributes		
1. Confident		E
2. Commitment to equal opportunities		E
3. Ability to work under pressure		E