



1 Advertisement

Post Title: Housing Officer (Studentpad)

School/department: Housing Office, Estates and Facilities

Hours: Full time. Requests for flexible working options will be considered (subject to business need).

Contract: Permanent

Reference: 20985

Salary: starting at £24,144 to £ 27,396 per annum, pro rata if part time

Placed on: 20 July 2023

Closing date: 03 August 2023. Applications must be received by midnight of the closing date.

Expected Interview date: To be confirmed

Expected start date: To be confirmed

Working as part of a team, assist with the coordination of the Sussex Student Pad housing service by completing inspections and ensuring property compliance in line with the Code of Practice.

Provide a relevant professional housing advice service to students and other teams across the University in relation to Private Sector Housing.

This Job Description sets out current responsibilities of the post that may vary from time to time without changing the general character of the post or level of responsibility entailed.

The post-holder will be required to work occasional evenings and weekends and will need to demonstrate how they could travel around the city effectively.

Because of pressure of work, it will not be possible for the post holder to take more than 2 days annual leave in total from A Level results day in the middle of August until the end of September.

Please contact Naomi Barnard (n.barnard@sussex.ac.uk) for informal enquiries.

The University is committed to equality and valuing diversity, and applications are particularly welcomed from women and black and minority ethnic candidates, who are under-represented in academic posts in Science, Technology, Engineering, Medicine and Mathematics (STEMM) at Sussex.

For full details and how to apply see our [vacancies page](#)

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

2. The School / Division

Please find further information regarding the school/division at <https://www.sussex.ac.uk/study/accommodation>

3. Job Description

Job Description for the post of: Housing Officer (Studentpad)

Department: Housing Services

Section/Unit/School: Estates and Facilities

Location: Bramber House

Grade: 4

Responsible to: Housing Manager (Private Sector and Community Liaison)

Responsible for: N/A

PRINCIPAL ACCOUNTABILITIES

- Promotion of Sussex Student Pad to potential landlords and lodgings providers to attract high quality properties to the site for Sussex students to let.
- Promotion of Sussex Student Pad to students across the academic year through marketing materials, events and social media coverage.
- Responding to initial enquiries about advertising properties and rooms on Student Pad from landlords and advising accordingly.
- Inspecting properties and rooms to ensure the Sussex Student Pad Code of Standards is met prior to advertisement on Student Pad, advising landlords of potential action needed to bring properties or rooms up to meet the Code.
- Ensuring all properties and rooms advertised on Sussex Student Pad have relevant documentation including Gas and Electrical Safety certificates, EPC, HMO licences (for whole properties) and DBS (for lodgings rooms) and keeping clear and accurate records of checks carried out.
- Supporting landlords in the listing of properties on the Student Pad website, making sure advertisement content is clear and accessible for students.
- Reporting any issues with the site to the central Student Pad team and working with them to resolve swiftly.

- Identifying areas of the Sussex Student Pad service that could be improved for students and landlords and working to continuously improve the service.
- Act as a point of contact for Student Pad landlords with Sussex student tenants to give advice around any welfare or tenant management issues and signposting to relevant support services.
- Liaising with and resolving complaints amongst owners, students, landlords, neighbours and other agencies, including Brighton and Hove City Council and University of Brighton related to Student Pad properties.
- Identifying and recruiting Sussex Student Pad properties that would support student groups with complex housing needs such as student parents, students with disabilities and international students.
- Working with the Housing Services Manager (Private Sector and Community Liaison) to identify areas of Sussex Student Pad that can generate resource in order to re-invest back into the service for students.

KEY RESPONSIBILITIES

- Developing and maintaining productive and collaborative relationships with students, managers, and colleagues, in addition to external partners (landlords) advertising on Sussex Studentpad.
- Develop and maintain an understanding of the private rented sector in the city and surrounding areas.
- Researching private sector legislation and landlord responsibilities to ensure appropriate advice is given.
- Keeping up to date information regarding developments in private sector legislation within relevant areas, particularly renting properties and sharing that knowledge within the team.
- Maintaining Sussex Studentpad records in line with the Data Protection Act, ensuring accurate recording of inspections and certification and to suggest ideas for improvement to the service.
- Provide practical advice on ongoing projects.
- To carry out any other duties to assist the wider team whenever reasonably instructed.

Dimensions

- This role does not have any budget responsibility.
- This role does not have any line management responsibility.

- This role does not have any responsibilities for equipment or premises.

4. Person Specification

1. Good level of secondary education
2. Effective planning and organisational skills.
3. Well developed interpersonal skills with the ability to quickly build rapport
4. Effective oral and written communications skills to work with colleagues and customers providing information and responding to questions and queries.
5. Ability to work flexibly within a small team and on own initiative.
6. Competent IT skills to effectively manager own workload – MS Suite.

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Good knowledge of current housing legislation
2. Experience of completing property inspections in line with legislation and HMO required standards
3. An understanding about private rented housing policies and practices and how they impact the student rental market
4. Experience of providing private rented sector housing advice

DESIRABLE CRITERIA

1. Two years' experience in a similar role.
2. Two years' experience working in a university or a similar environment.