



Job Title: Head of Accommodation Services

Unit/School: Commercial Services

Grade: 8 A/B

HERA: CSERV03

Core purpose of role

Living in university accommodation can offer a sense of security and stability, helping students feel more settled and able to adjust more easily to new environments. It provides opportunities to develop relationships with peers and helps generate a feeling of community and support.

Accommodation Services manages the University's own accommodation portfolio and partners with private operators in the city to provide around 2000 study bed spaces on and off campus, providing a home from home for the majority of the University's first year students. The service also provides expert advice and support for students who choose to access the private rented housing market.

This is a key professional services role providing leadership, direction and support for the development and delivery of the University's Student Accommodation Service. Our Head of Accommodation Services is responsible for the professional leadership of a team of full and part time permanent and temporary staff and will work closely with Academic Schools and Professional Services to develop and align the Accommodation Service offer.

Key responsibilities and contributions

- Oversee the daily operations of the Accommodation Service at Cardiff Met, including the direct management of 1000+ bed spaces annually.
- Budgetary responsibility for around £6m of income and associated operational expenditure, and to deliver the targeted operational cash surplus.
- Lead, support and develop the Accommodation Service team to provide an outstanding student experience in university or partner accommodation.
- Review the Accommodation customer experience and associated systems and processes, from initial enquiry through to arrival, identifying areas for performance improvement to deliver an enhanced experience and efficiency gains.
- Provide expertise to the University on local and regional Housing matters, as well as associated policy and legislative changes.



- Develop and keep updated an annual operational plan to track performance against objectives.
- Build relationships with stakeholders, champion our service and welcome feedback to reshape activity, to ensure our approach aligns with expectations.
- To identify and develop talent; build and manage people and performance to help deliver improvements and enhancement in service quality and reputation.
- Ensure that all operational aspects of Accommodation Services fully meet legislative and compliance requirements in all matters relating to students, guests, visitors and staff.
- In conjunction with the Head of Conference, prepare business plans to support the maximisation of commercial income from the residential estate outside of student use.

Person specification

Essential qualifications / Professional memberships

1. Educated to degree level or have significant equivalent experience in a relevant field.

Essential experience, knowledge and skills

1. Significant leadership and management experience in customer-facing residential or housing operations with responsibilities for staff and physical resources, health and safety, security, pastoral and student care.
2. Demonstrable experience of managing significant budgets and financial planning in residential or similar services.
3. Considerable experience of managing and prioritising the day-to-day workload of a team, often under pressure and to tight deadlines where student / customer safety and care is a guiding principle.
4. Experience and understanding of working in an environment where service user voice is central to service development.
5. Excellent knowledge and understanding of the Renting Homes (Wales) Act.
6. Excellent verbal, written and presentational skills, including the ability to interact with a wide variety of internal and external stakeholders at a senior level.



7. Ability to work using own initiative in an often-busy environment and to act decisively in an emergency.
8. Using operational and budgetary experience to determine the financial viability of commercial activities for the residential portfolio.
9. Ability to deliver value for money services consistently making best use of limited resources.
10. Ability to prioritise, organise and manage a varied and changing workload
11. Ability to travel to meet the needs of the service, and to respond and attend site out of hours if required.

Desirable

1. Experience of working in student residential services in the HE and commercial sectors.
2. Knowledge of the Universities UK Student Accommodation code of practice, and associated legislation affecting housing (H&S, fire, tenancies, HMO’s Rentsmart Wales etc).
3. Experience of managing and delivering student residential services across multiple sites.

Welsh skill requirements

Welsh is essential to our students and staff and is a key part of our provision and services. For every position at Cardiff Met, proficiency in Welsh language is either essential or desirable. You can find information about the levels by viewing our booklet: [Welsh language skills levels](#). If a skill is listed as essential in the table below, please ensure you demonstrate this in your online application form.

Language level and general descriptor	Listening	Reading	Speaking	Writing
A1 – Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh.	Desirable	Desirable	Desirable	Desirable
A2 - Basic user Can deal with simple, straightforward information and communicate in basic Welsh.				
B1 - Intermediate user				



Can communicate, to a limited level, in Welsh about things that are familiar and/or work related.				
B2 - Upper intermediate user Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker.				
C1 - Fluent user Can communicate fluently in Welsh.				
C2 - Master user Can communicate fluently on complex and specialist matters in Welsh.				

Disclosure & Barring Service requirements

This post requires an enhanced DBS check.

Supporting information

The University is a dynamic organisation and changes may be required from time to time. This job description and person specification is not intended to be exhaustive.

The University is committed to the highest ethical and professional standards of conduct. Therefore, all employees are expected to have due regard for the impact of their personal behaviour and conduct on the University, students, colleagues, business stakeholders and our community. Each employee must demonstrate adherence to our Code of Professional Conduct. In addition, all employees should have particular regard for their responsibilities under Cardiff Metropolitan University's policies and procedures.