



Maynooth University Ollscoil Mhá Nuad

Maynooth University Student Services Accommodation Officer (Permanent Post)

The University

Formally established as an autonomous university in 1997, but tracing its origins to the foundation of the Royal College of St. Patrick in 1795, Maynooth University, (National University of Ireland Maynooth) draws on a heritage of over 200 years' commitment to education and scholarship. The last two decades have seen the University grow rapidly in scale, strength and stature. Maynooth University is today a university of international standing, renowned for the quality and value of its research and scholarship, for its dedication to excellent teaching, for providing an outstanding learning experience for its 10,000 students, and as a uniquely collegial environment in which to pursue scholarly work.

Maynooth University is embarking upon a new and exciting phase of its development under the *University Strategic Plan 2012-17* with a vision to consolidate the international reputation of Maynooth University "as a university known for outstanding teaching, excellent research, a global outlook, effective engagement with the society we serve, and our distinctive approach to the challenges facing modern higher education."

The *University Strategic Plan 2012-17* sets seven strategic goals for the university:

- to offer students an outstanding university education, the best available in Ireland, an education which challenges and supports all students to achieve their full potential, and prepares students for life, work and citizenship, and for complexity, diversity and change;
- to be recognised by 2017 as playing a leading international role and being the clear national leader in a number of thematic areas of research that address the major societal challenges of the 21st century;
- to achieve a step change in our international activities, doubling the number of international students on campus and doubling the number of domestic students spending time abroad, in order to create a truly intercultural and multilingual institution;
- to strengthen our engagement with all stakeholders through sustained partnerships with enterprises, communities, civil society and public bodies, to build support for the mission of the university, to serve the needs of society, and to open new opportunities for research and learning;
- to maximise our unique and distinctive contribution to the national system of higher education through a set of purposeful and sustained strategic partnerships at regional and national level, and to extend our international reach through a network of global partnerships;

- to be an excellent place to work, known for a collegial ethos which empowers all staff to contribute fully to the development of the university;
- to enable the achievement of ambitious strategic objectives in challenging circumstances through careful planning, excellent services and infrastructure, and sound governance and management.

The University has distinctive institutional strengths in six thematic priority areas:

- People, Place and Environment;
- Social and Economic Transformations;
- Human Health;
- Mathematics, Communications and Computation;
- Humanities in Practice; Sources, Resources & Discourses;
- Human Cultures, Experience & Creativity.

The University has 27 academic departments which are organised into three Faculties: Arts, Celtic Studies and Philosophy; Science and Engineering; and Social Sciences. The University is also home to a number of multi- and trans-disciplinary research institutes, including the Hamilton Institute, the National Centre for Geocomputation, the National Institute for Regional and Spatial Analysis, and Institute of Immunology.

In a pioneering recent development, Maynooth University, Dublin City University and the Royal College of Surgeons in Ireland have established the 3U Partnership, a new strategic association that brings together the distinctive and complementary strengths of the three institutions.

Accommodation Office

Maynooth University Student Services comprises a number of departments, whose aim is to provide committed and dedicated on-campus services, designed to support and assist students throughout their time at University. The services are clustered into three areas - *Student Life* (Sports and Student Engagement), *Campus Living* (Crèche and Accommodation) and *Student Wellbeing* (Chaplaincy, Counselling, Health Centre and Budgeting Advice).

"Student Services is an integral part of the University community, enabling the promotion and development of its educational mission. Using a holistic approach, we offer a range of clearly defined services to support and empower students to achieve their personal and academic potentials and so enhance their life's journey. We strive to create a community which is open and caring and where diversity is expected and respected" (Mission Statement).

The Accommodation Office is responsible for the management of all aspects of the on-campus accommodation (currently 902 students live in on-campus accommodation in 198 apartments, 48 of which are owned by St. Patrick's College Maynooth, and in the nearby St. Paul's complex). There is a planned program of expansion, with a further 293 spaces due to be completed in 2016-2017, and likely further expansion to meet growing student demand. The Accommodation Office also provides a comprehensive off-campus listing and advisory service. The Office offers advice and support to students in relation to all accommodation issues and aims to further enhance the Maynooth student experience.

The Role

Maynooth University is committed to a strategy in which the primary University goals of excellent research and scholarship and outstanding education are interlinked and equally valued.

We are seeking an Accommodation Officer to lead the Accommodation Office Team. The Accommodation Officer has responsibility for the administration associated with the provision of on-campus accommodation for students of the University, in accordance with University policy and procedures, and for the provision of an information, guidance and support service to students seeking

off-campus accommodation. The Accommodation Office is a busy, challenging and computerised office environment. The Accommodation Officer will report to the Director of Student Services.

Principal Duties

The successful candidate will lead the delivery of the functions associated with the Accommodation Office, and will be required to carry out a range of duties, including but not limited to the following:

Student Accommodation – On-campus

- To contribute to the preparation, development and implementation of University policies and procedures in relation to student accommodation;
- To organise and manage the allocation of on-campus student accommodation in accordance with University policy;
- To organise an efficient and informative check-in and orientation process for all campus residents;
- To ensure that appropriate tenancy agreements are signed by all residents;
- To arrange for rents to be approved annually by the Bursar;
- To ensure, through the Supervisors and the Campus Services Office, that all necessary maintenance and repair work is carried out in the on-campus student accommodation in a timely manner;
- To arrange for inspection of on-campus accommodation, as appropriate;
- To make recommendations to the University, in consultation with the Director of Campus and Commercial Services, on a planned and ongoing refurbishment programme;
- To keep up-to-date on best practice in relation to the operation and management of on-campus student accommodation;
- To advise students on the welfare and support services available on campus and to refer students to these services, as appropriate;
- To develop and implement appropriate processes for the management of all cases of inappropriate behaviour by residents;
- To liaise with SPCM (St. Patrick's College Maynooth) and MCCA (Maynooth Campus Conference & Accommodation) on matters related to student accommodation, as appropriate.

Student Accommodation – Home Finder Service

- To arrange for an appropriate online listing of off-campus accommodation to be available to all registered and prospective students, and in this connection to work directly with property owners to maximise the accommodation supply for students;
- To ensure that the Office works directly with students to support their efforts to find suitable accommodation in the private rented sector, giving advice on the rights and obligations of tenants, and the process of renting in general;
- To provide an ongoing advisory service to students in relation to tenant issues;
- To keep up-to-date on all relevant landlord and tenant legislation;

Systems and Office Management

- To maintain, in conjunction with other Accommodation Office staff, appropriate records of all on-campus accommodation allocated, and the associated rents paid and/or due;
- To contribute to the development of a specification, and implementation of an appropriate Room Management System within the Accommodation Office;
- To work with other relevant University Offices to implement an integrated maintenance system;
- To oversee the implementation of an appropriate stock control system;
- To develop and maintain an appropriate website for the Accommodation Office, ensuring accurate and timely publication of relevant information for current and prospective students;
- To ensure that all staff have the relevant access and training to use all data collection and reporting systems used in the Accommodation Office;
- To contribute to the development of University policy and procedures in relation to the collection of rents and other related financial matters;
- To arrange for the timely collection of all rents and monies due, and to report regularly to the Director and Bursar on each;

- To develop and implement a process for documenting and managing all residents' queries and complaints;
- To manage the Accommodation Office budget.

Staff

- To be responsible for the efficient management of the staff within the Accommodation Office;
- To advise on, organise and participate in staff development programmes, as appropriate;
- To draw up an operational plan for the Accommodation Office, in consultation with all Accommodation Office staff, and to allocate responsibility for blocks of work as appropriate, ensuring that all staff are suitably informed and trained about the work of the Office;
- To arrange for the selection, training and rostering of Resident Assistants, as required, in accordance with agreed University procedures.

General

- To report and provide information on the services and operation of the Accommodation Office as required by the Director or other University officer;
- To be a member of relevant University Committees as required;
- To contribute to the planning and development of Student Services;
- To undertake other duties as may be assigned from time to time by the University Authorities.

Ideal candidate for the Post of Accommodation Officer should demonstrate:

- A minimum of three years experience of managing a team and an operation of similar scale and complexity;
- The ability to work independently, including the self-motivation to identify and undertake self-directed work;
- Excellent interpersonal and communication (written and oral) skills;
- Excellent IT skills (e.g. MS Word, MS Excel, email, web maintenance, use of databases and associated report writer tools);
- Excellent time management and organisational skills;
- The ability to work with confidential data in an appropriate manner.

Desirable Requirements for the Post of Accommodation Officer:

- A primary degree in a relevant field (e.g. business, IT, education, property);
- Prior experience of working in a third level student residential setting or other related property management role.

In addition to the above, the candidate should have an understanding of and empathy with the mission, ethos and overall approach of Student Services and the Accommodation Office.

Selection and Appointment

- Only shortlisted candidates will be invited to attend for interview;
- Appointments will be approved by the President based on the report of the selection board;
- It is anticipated that interviews will be held during the second half of January 2016;
- The appointment is expected to be effective from February 2016.

Applicants should note that it will not be possible to take significant annual leave at certain critical periods for this post (August and September).

Terms and Conditions

This is a full-time permanent position.

The formal job offer will be subject to successful completion of the Garda Vetting procedure.

Salary

Administrative Officer I: €46,378 – €65,000 p.a. (9 points)

Appointment will be made in accordance with the Department of Finance pay guidelines.

*New entrants to the public sector will be appointed on the first point of the scale

Application Procedure

Please ensure that you USE THE FOLLOWING REFERENCE '**AO_SS**' in the subject line of your application email. This will clarify which role you are applying for.

Please note applications should be made by sending the following information as **ONE single attachment** (either in PDF or word format) incorporating all of the below required information:

- A Curriculum Vitae, including all qualifications and experience, and a covering letter addressing your interest and suitability for the role;
- The names, email addresses, correspondence addresses and telephone numbers of three referees whom the University may contact.

Once the attachment is compiled please send your single document application to recruitment@nuim.ie

The completed application document should be forwarded by email to arrive no later than **midnight, Sunday 13th December 2015**. Late applications will not be accepted.

Maynooth University is an equal opportunities employer

The position is subject to the Statutes of the University