

HORWICH UNIVERSITY () THE ARTS

We are one of the great British art schools: a specialist creative arts university that draws on 175 years of history, with our focus on the future and the role of creativity in addressing global challenges and opportunities.



For further information on Norwich University of the Arts and our Community please visit www.norwichuni.ac.uk

We celebrate diversity and believe it to be at the core of any creative endeavour. Whatever your background, identity and prior experience, wherever you are from, we want you to bring your whole self to work each day, in an environment that recognises your unique contribution.

In choosing to work at Norwich University of the Arts, you will join a community of creative academics, technicians and professional experts who are committed to delivering exceptional Creative Arts Education, Research and Knowledge Exchange. You will work in a stimulating and critically engaged workplace, where the creativity of all our students will develop because of your commitment.

We are renowned for our teaching quality. We have been awarded Gold in the Teaching Excellence Framework (TEF) with the highest possible rating. We are the only creative arts and design university with a triple gold TEF rating.

We are in the Top 10 for Teaching Quality in the 2022 Sunday Times Good University Guide. We are the highest climber in the Complete University Guide 2023 – the highest-ranked specialist creative arts university outside London and were named University of the Year for Student Retention by the Sunday Times 2020 Good University Guide for the support we offer from pre-enrolment to post-graduation.

You will work in the heart of Norwich. We are proud of our award-winning campus, which has played a pivotal role in regenerating an exciting quarter of the city.

Our 21st century teaching spaces and workshops are housed in renovated buildings with Medieval, Victorian and Edwardian heritage. Norwich University of the Arts won the Outstanding Estates Strategy Award at the 2018 Times Higher Leadership and Management Awards.

In support of its new Strategy, the University has recently acquired a new building in the heart of Norwich. Bank Plain, a former bank, is an additional 37,000 sq. ft of space and an ambitious commitment to being a high profile, civic university championing the creative arts.

Ninety-four per cent of our graduates are in work or further study six months after graduation, and Norwich University of the Arts won a Guardian University Award for Employability and Entrepreneurship in 2019 for our innovative 'gamification' of careers advice. You will find our graduates in key positions across and beyond the creative sector and industries.

There are of course Oscar nominees and BAFTA winners, but also rising stars who are honoured across the creative industries: from D&AD Pencil winners, to emerging fine artists, photographers and fashion designers.

We understand that making career choices requires careful consideration. We hope that as you learn about us you will be inspired by our ambitions for the future.

Professor Simon Ofield-Kerr, Vice-Chancellor



Committed to equality and valuing diversity

Norwich University of the Arts is committed to being an inclusive community that offers equality of opportunity and enables our staff and students to flourish and succeed, regardless of their background or personal circumstances.

Our commitment to equality, diversity and inclusion is embedded in everything that we do. We celebrate the diversity of our backgrounds, cultures and actions, promoting art and design as a catalyst of social change.

As such, we are champions for the creative arts; empowering all of our students to be valued and productive members of society, with ambitions to change the world.



Situated in the historic city centre of Norwich, with an impressive estate that encompasses both historic buildings and brand-new state of the art facilities, the University is a vibrant community that forms the beating heart of the city and region's arts and cultural worlds.

Accommodation Assistant

37 hours per week for 52 weeks per year

Salary:

From £25,733 to £26,942 per annum

Closing date for applications: 23rd May 2025 at 5pm

Interviews will be held on: 9th June 2025

At Norwich University of the Arts, we champion a creative, welcoming and engaging environment in which to study and work. We are looking for a new member of the University community to assist in driving forward our strategic and creative vision and deliver a welcoming and supportive service to both students and colleagues. You will be undertaking daily reception and administrative duties in our student accommodation residences at Beechcroft, Duke Street Riverside and on occasion Rochester Court.

You will be the first point of contact for enquiries relating to the accommodation, including telephone, email, and face to face enquiries. You will also be working with the rest of the Accommodation Team and Student Resident Assistants to support the delivery of support and social events to residents. The post holder will be required to work from our three Student Accommodation Offices in the city depending on service need, to provide appropriate service delivery to residents. In addition, you will assist the Accommodation Manager with a variety of administration and student support tasks related to the accommodation.

The post holder will be a key member of staff, assisting our students to feel supported and welcome in their accommodation, with many being away from their home for the first time. You will be focused on ensuring that student queries are responded to in a timely manner and supporting them to settle into their new accommodation smoothly.

The successful candidate will have experience of working in a busy customer facing role and be committed to providing a high-quality customer service, equality of opportunities and to working with students from a diverse range of backgrounds.

You will have excellent administrative skills and attention to detail, with a flexible approach to the role. If this position sounds like an exciting next step in your career in customer services, we would love to hear from you.



Job Description

Accommodation Assistant

Reporting to: Accommodation Manager





Job Purpose

To undertake daily reception and administrative duties in the Duke Street Riverside, Beechcroft and Rochester Court Student Accommodation, being the first point of contact for all enquiries relating to the accommodation.

The postholder may be required to work in various locations depending on service need, to provide appropriate service delivery to residents.



Main Responsibilities

- Daily reception duties in the Duke Street Riverside and Beechcroft Student Accommodation buildings and occasional office support at Rochester Court.
- Provide the first point of contact for enquiries relating to the accommodation, including telephone, email and face to face enquiries.
- Carry out regular inspections of the accommodation buildings with the Accommodation Manager and Estates Team.
- Write handover documents for staff working in the buildings at night to inform them of relevant developments in the residence.
- Assist the Accommodation Manager in the allocation process of students to rooms in University Accommodation.
- Be a responsible member of staff in the event of an evacuation of the building ensuring that the correct procedure is followed.
- Undertake administration tasks to assist with the operation of all Student Accommodation.
- Be a key member of the team during the student arrivals process of the building. Assist with the preparation of the buildings for new intakes and welcome new residents.
- Assist the Accommodation Manager in ensuring compliance with the Universities UK Code of Practice for Accommodation in the buildings, the preparation of the annual self-assessment report and relevant compliance audits.
- Assist with the check-in and check-out process of the building including the return of damage deposits.

- Assist in the preparation of licence agreements and other related paperwork.
- Assist the Accommodation Manager in investigating any complaints about the accommodation or residents.
- Ensure that all communication and data is held in accordance with Data Protection Regulations.
- Work alongside other Student Support colleagues, including the Student Resident Assistants to ensure that all residents are supported during their time in the accommodation.
- Take part in activities promoting University Accommodation at University Open Days and other promotional events
- Keep up to date with developments in the specialist area of student accommodation.
- Assist with supporting environmental and social sustainability in the residences.
- Undertake any other duties of a similar level as required by the Accommodation Manager.



Person Specification

Essential

- Educated to at least A-Level or Equivalent Qualification/Experience in a relevant area
- Experience of working in a busy customer focussed role
- Administrative experience with an attention to detail
- Experience of working with data under Data Protection Regulations
- Ability to work unsupervised within the agreed boundaries of the role
- A flexible approach to working as the role will require working at different sites throughout the working week
- A commitment to a high-quality customer service, equal opportunities, sustainability and to working with students from a diverse range of backgrounds

Desirable

- Experience of working in Student Accommodation
- Experience of working with students in Higher Education

Further Information

Equality, Diversity and Inclusion

It is important that our University community supports our policy on equality, diversity and inclusion and that each of us reflects this in the way that we work.

Health and Safety

We are all responsible for helping to make the University a safe and healthy place to work and study, ensuring that we are compliant with our Health and Safety Policy.

Policies and Procedures

We should keep up to date with the University's policies and processes which are usually available on our intranet, reflecting these in the way that we work.

Staff Development

Our performance and development activities include appraisal and development reviews, participation in learning and development, and a personal responsibility to maintain our own subject knowledge.

Confidentiality

We must maintain appropriate confidentiality in relation to our work and that of the University.

Variation to Job Description

We may vary your duties and responsibilities outlined in the job description to reflect the changing needs of the University.



General Information

Terms and Conditions of Appointment

On appointment, you will receive a full statement of terms and conditions for your role.

Duties

Your duties and responsibilities are outlined in the job description

Starting Date

This post is available on an indefinite basis to commence as soon as you are available.

Hours of Work

The standard hours of work are 37 hours per week.

Salary

This post is on an incremental salary scale. The salary for this post is Grade 4, which is from £25,733 to £26,942 per annum.

Annual Leave

Your annual leave entitlement will be 26 days per annum on appointment, rising to 28 days per annum between 3 and 5 years of service, and 30 days per annum after 5 years of service by the commencement of the annual leave year, plus 8 statutory days (pro rata). In addition, the University may grant 4 or 5 concessionary days leave per year when the University is closed.

Pension

Employees have the benefit of joining the Local Government Pension Scheme, a defined benefit pension scheme which builds up a pension on a "Career Average" salary basis to which the University currently contributes an additional 25.3%.

As a member of the scheme, you would be provided with a secure future retirement income, independent of share prices and stock market fluctuations. There is also cover in the event of early retirement on the grounds of permanent ill-health, redundancy or business efficiency. Plus you have the option, on retirement, to exchange part of your pension for some tax-free cash.

From the moment you join, the benefits of the pension scheme also include life cover and family benefits for partners and children in the event of your death.

As a member of the Local Government Pension Scheme you have the security of these valuable benefits at a relatively low cost to you. You can find out more about the pension scheme by visiting the Norfolk Pension Fund website at https://www.norfolkpensionfund.org

DBS Applications

Individuals applying for this role will be required to complete an online DBS check and to provide the requested original documentation for checking and photocopying as part of the application process. All costs for a disclosure and barring check will be met by the University. Failure of the individual to provide information that is directly relevant to any DBS check could lead to the withdrawal of an offer of employment.

Interview Expenses

Reasonable travel and incidental expenses will be reimbursed when agreed in advance in line with the University's Candidate Interview Expenses Guidelines which are available on request.

Offers of Employment

All provisional offers of employment are subject to evidence of eligibility to work in the UK, verification of qualifications, satisfactory references and medical assessment process.

If you are unsure of your right to work in the UK you can use the Gov.uk visa checking tool to establish your eligibility and options relating to visas.

Please be aware that all visa routes have their own eligibility criteria and not all roles/applicants will be eligible for sponsorship under the Skilled Worker visa route

Referees

References will not normally be taken up unless a provisional offer of employment is made. All offers of employment are subject to receipt of satisfactory references covering current or most recent employment and the past three years of work.



Application and Recruitment Process

Job Description and Person Specification

Within this pack you will find the job description and person specification for the post for your consideration before you complete your application form.

The Job Description provides information about the main duties and responsibilities for the position. It also explains the purpose of the post.

The Person Specification sets out the experience, skills, abilities and characteristics to perform the duties in the job description.

We recognise that candidates may sometimes not meet all of our requirements. If you like what you've seen so far, we would still like to hear from you.

Application Form

We ask that applicants complete the application form in full and as clearly as possible.

You may, if you wish, submit a CV with your application form. However, we are unable to accept CVs without a fully completed application form.

The application form is the first stage in the recruitment and selection process and is a key element in being short-listed for an interview and the possible offer of a job.

Equal Opportunities Monitoring

As part of our commitment to equality, diversity and inclusion, we monitor the diversity of our workforce and applicants to help us review the effectiveness of our policies and procedures.

To help us with this, we ask that you complete the Equal Opportunities Monitoring section of the application form.

Submission of Application Form

Please submit your completed application form to jobs@norwichuni.ac.uk quoting reference A1124.

Please note that we can only accept application forms in either PDF or DOC format.

The closing date for this vacancy is: 23rd May 2025 at 5pm.

We regret we are unable to accept late applications.

Interview Arrangements

Interviews will normally be held on campus.

We will be in touch to let you know if you are shortlisted for interview.

The date of the interview will be: 9th June 2025

Due to the high volume of applications we receive we are unable to provide you with feedback.

If you are shortlisted, we will ask you to provide us with evidence of your eligibility to work in the UK.

