

Accommodation Assistant

We are one of the great British art schools: a specialist creative university that draws on our 180 years of history. As a university, we excel in our disciplines and understand powerfully the transformative potential of creative practice for individuals, communities and industries.



For further information about Norwich University of the Arts and our community please visit norwichuni.ac.uk

As we expand our specialist character and bring the power of creative, practice-based education to a wider range of subjects, 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 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 the only specialist creative arts and design university to have achieved Triple Gold in the most recent Teaching Excellence Framework (TEF) and were named Arts University of the Year 2025 by the Daily Mail. In 2023, we were the highest climber in the Complete University Guide and recognised as the top specialist creative arts university outside London. This year, the Guardian University Guide 2026 ranked us as the highest-rated university in the East of England after the University of Cambridge.

You will work in the heart of Norwich. Our award-winning campus has played a key role in the regeneration of one of the city's most vibrant quarters. Our 21st-century teaching spaces and workshops occupy renovated buildings with medieval, Victorian, and Edwardian heritage. The University has recently expanded with Bank Plain, a 37,000 sq. ft city-centre building — a major investment that reflects our ambition to be a leading civic university championing creativity in all its forms.

Ninety-four per cent of our graduates are in work or further study within six months of graduating. Our innovative approach to employability and entrepreneurship has been nationally recognised, and our graduates hold key roles across and beyond the creative industries — from Oscar and BAFTA nominees to D&AD Pencil winners, fine artists, designers, and creative technologists. This track record gives us confidence that our success in graduate outcomes will continue as we apply our distinctive culture and practice to an expanding range of specialist subjects.

Creativity is not only what we teach but how we engage with the world. Through our Research and Knowledge Exchange Institutes, we lead cross-disciplinary projects that address social, cultural, and environmental challenges — from immersive digital experiences tackling climate change to arts-led initiatives in mental health. At the centre of this work is the Interactive Visualisation and Simulation Lab (IVSL), funded as part of the Creative Research Capabilities (CResCa) world-class labs programme.

The IVSL supports research into climate futures, virtual heritage, spatial computing, applied games, and virtual production. Our growing research reputation is also reflected in recent grants and collaborations, including a major award from the Water Restoration Fund (WRF). These achievements demonstrate our expanding contribution to creative innovation, cultural development, and social impact — shaping the future of creative higher education in the UK and beyond.

We hope that as you learn about us, you are inspired by our ambitions for the future.

Professor Ben Stopher,
Vice-Chancellor

Committed to

EQUALITY

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.

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.



Accommodation Assistant

Full-time

37 Hours per week for 52 weeks per year

Salary: £27,319 per annum.

Closing date for applications: 24th June 2026 at 5pm.

Interviews are expected to take place during the week commencing 6th July 2026.





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.
- To work alongside other Student Support colleagues, including the Student Resident Assistants to ensure that all residents are supported during their time in the accommodation
- The postholder may be required to work in various locations depending on service need, to provide appropriate service delivery to residents.



Duties and Responsibilities

- Daily reception and administration 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
- Provide a first point of contact in the residences for enquiries related to Finance, Disability and Mental Health and Wellbeing
- Undertake annual wellbeing and safeguarding refresher training
- Offer support to students who may be experiencing a crisis
- Carry out regular inspections of the accommodation buildings as per instructions from 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
- Investigating complaints about the accommodation or residents and offer support to reporting students
- Undertake welfare checks where there are concerns for a student's wellbeing
- 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
- Assist with the residential aspect and support of residents on the University Summer School programme working with students from secondary school age upwards within the accommodation.
- 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
- Please note that this role is subject to an enhanced level DBS check (due to working with children in their residences during the University Summer School Period)

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 offered on an indefinite basis to commence once you are available.

Hours of Work

The standard hours of work are 37 hours per week.

Salary

The salary for this post is Grade 4, which is £27,319 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.

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 on-line enhanced DBS check (including children's barred list 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.



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Amma Asante, Chancellor

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.

We would like to take this opportunity to thank you for your interest in this position and wish you success with your application. If you have any queries regarding any aspect of the recruitment and selection process, please contact the Human Resources Team by emailing jobs@norwichuni.ac.uk

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 both your completed application form and EDI form to jobs@norwichuni.ac.uk quoting reference A1196.

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

The closing date for this vacancy is:
24th June 2026 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.

Interviews are expected to take place during the week commencing 6th July 2026.

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.



Adam Billings



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