

Accommodation Co-ordinator	
Department	People & Corporate Services
Section	Corporate Services
Reports to	Manager – Accommodation Service
JE Ref	COO1073
Grade	CS06
JE Date:	20/03/2023
Job purpose	
<p>The Accommodation Co-ordinator will provide comprehensive support within the Accommodation Service function across the Government of Jersey. In accordance with internal policy and financial, assist the Accommodation Manager to plan, organise and allocate temporary and transitional accommodation according to internal GoJ policy.</p> <p>Providing an administrative, analytical and advisory first line support service. The post holder is responsible and accountable for the maintenance of accurate data on all aspects of the accommodation team, using the centralised database and other computer-based and paper operations.</p> <p>The post holder is responsible for preparation of all documents and letters relating to the lease and management of rental of accommodation units.</p> <p>The job demands close liaison with various Government departments and the members of staff who require accommodation.</p>	
Job specific outcomes	
<ol style="list-style-type: none"> 1. Provide a broad range of high level administrative support services to the Accommodation Service, using initiative and drawing on experience to anticipate service needs and respond accordingly. Respond to practical queries using initiative and judgement to prioritise tasks and duties, providing a customer focused service to all. 2. Organise, input into and monitor databases to ensure accurate recording; undertake analysis and produce non-standard reports to provide the business with the information it needs to support decision-making. Prepare reports as required by the Accommodation Manager either from the centralised database or from other sources as necessary. 3. In liaison with other relevant departments, input and maintain appropriate data in the centralised accommodation database, including personal details, accommodation details and statistics, and utilities charges. Communicate and share relevant information with Accommodation Services Housekeeper, Domestic staff, and the Engineering staff to promote collaborative working and to keep stakeholders up-to-date with events, meetings and activities. 4. Liaise with the Accommodation Housekeeper and Domestic staff, and the Engineering staff, in order to ensure that accommodation is prepared, repaired and maintained to the standards required and at the appropriate time. 	

5. Develop and maintain an awareness of other teams and services activities, building positive relationships with them to ensure a collaborative service is provided to the Accommodation Service.
6. Responsibility of processing of invoices for payments on relevant finance systems, and any relevant financial administrative processes required on behalf of management ensuring they adhere to the relevant finance public manual.
7. Preparation of licence agreements, tenancy agreements, rent schedules, inventories, photographic schedule of conditions and welcome packs for all new arrivals and monitor the return of signed documentation. Ensuring confidentiality of highly sensitive personal information is maintained to adhere to compliance with data protection requirements.
8. Ensure that the IT systems are used correctly to check in and register service users ensuring that their personal details are accurate and up to date.
9. To undertake other relevant clerical duties as require including photocopying, operating the fax, receiving, sorting and distribution mail, basic typing and stock stationery levels.
10. Manage the waiting list on the service IT system as defined by the Accommodation office rules and policy. Provide information on the Accommodation waiting lists, reporting concerns to Accommodation Manager.
11. Take an active part in the annual Doctors Changeover assisting with liaising with new junior doctors on requirements and travel arrangements, collating of information from various sources, ensuring that reports are up to date and circulated, assisting with the planning of cleaning vacant units, reallocation of units to new arrivals and ensuring that all documentation is ready for new arrivals to sign.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

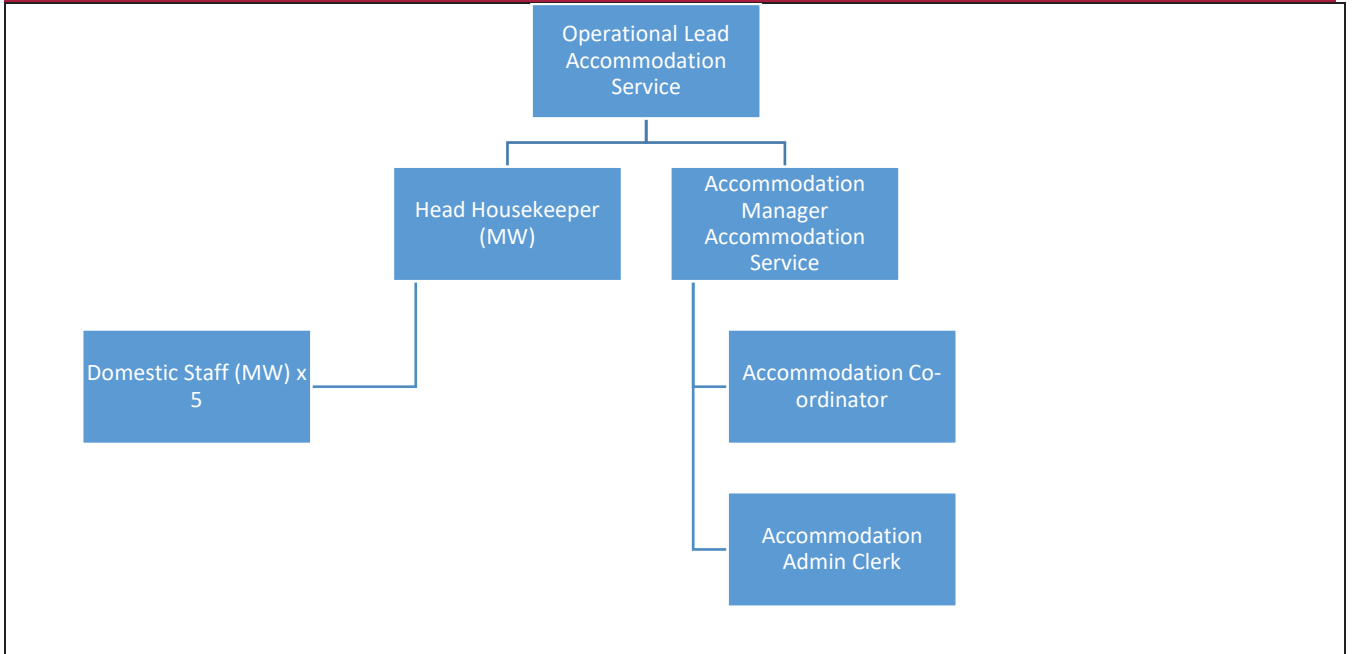
Services

Organisational structure

One Government Departments



Organisation chart



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Educated to A level standard or NVQ level 3 in administration or equivalent relevant experience.	
Knowledge	<p>Standard Office software such as Microsoft Office, email and internet.</p> <p>An ability to use own initiative and prioritise tasks under pressure.</p> <p>Knowledge of supporting in a administrative capacity.</p>	Knowledge of tenancy agreements and accommodation management laws and terminology.
Technical / Work-based Skills	<p>Accurate keyboard skills.</p> <p>Have used computer systems to enter data and retrieve data.</p> <p>Proficient in using computer applications e.g. Microsoft Office.</p> <p>Attention to detail and ability to record information accurately with minimum supervision.</p> <p>Strong communication skills required, primarily for the purpose of giving and receiving information, but frequent contact with others is also required.</p>	
General Skills/Attributes	<p>Good people, communication and decision making skills, knowledge of computer based systems essential.</p> <p>Able to accurately record information and data.</p> <p>Ability to manage own workload within agreed timelines and escalate where issues arise.</p>	

	<p>Organised and self-motivated.</p> <p>Communicate effectively with colleagues to request or transmit information, ask questions, get clarification, exercise tact etc.</p> <p>Be able to deal with routine challenges autonomously, some with a moderate level of complexity.</p> <p>Be able to operate within a number of specialised IT and software systems (including in house accommodation management system).</p> <p>Be able to carry out skills, complicated established activities.</p>	
<p>Experience</p>	<p>Experience in dealing with public.</p> <p>Previous experience of working in a team and ability to follow clear instructions.</p> <p>Practical relevant work experience in the provision of administrative support.</p> <p>Ability to manage a varied workload.</p> <p>In depth understanding of administrative methods that have been learned through direct job experience.</p>	

Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 6 core accountabilities attributes and behaviour indicators.