

Job Description

Job title	Accommodation Advisor
Profession	Customer & Community
Band	F
Directorate	CCO (Customer)
Accountable to	Accommodation Manager

Job Purpose:

The role will provide high-quality frontline customer service to key worker accommodation residents, ensuring a positive living experience. This includes supporting bookings, coordinating property maintenance, and ensuring compliance while working closely with the Marketing and Lettings Officer to maximize occupancy and streamline tenant processes.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Within the broad direction set by the Head of Specialist Housing and the Accommodation Manager, this role will deliver key accountabilities. Responsible for ensuring our key worker accommodation provides a safe, well maintained, compliant environment where current and future customers will be proud to live, whilst achieving our operational goals and customer satisfaction standards.

Key Accountabilities:

- Contribute to the income generated by the key worker scheme by maximising bookings and occupancy and supporting the Marketing and Lettings Officer.
- Act as the first point of contact for tenant enquiries via phone, email, and reception.
- Provide advice on accommodation options and guide prospective residents through the application process.
- Support customers with move-in and move-out procedures, including right-to-rent checks, income collection and deposit handling.
- Maintain high standards of service by responding to tenant concerns, resolving issues promptly, and escalating when necessary.
- Work closely with the Marketing and Lettings Officer to ensure efficient advertising of vacancies, smooth tenant transitions and occupancy optimization.
- Coordinate room bookings and manage occupancy records accurately and efficiently.
- Process and track maintenance requests, ensuring timely resolutions with locality colleagues and contractors.
- Conduct property inspections, health & safety checks, and ensure compliance with tenancy regulations, ensuring appropriate action is taken where violation is found.
- Maintain accurate data entry in housing systems to track tenant information and property status.

- Assist in managing financial transactions, including deposit processing, direct debit management, and issuing and processing invoices.
- Liaise with NHS Trusts, universities, and external partners to support key worker accommodation needs.
- Gather and report customer feedback to improve service delivery.
- Support the Accommodation Manager with complaint investigations and service improvement initiatives.
- Assist in promoting a culture of compliance and safety within the accommodation scheme.

General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Strong customer service and problem-solving skills.
- Ability to multitask and manage administrative processes efficiently.
- Proficiency in using housing management systems and Microsoft Office.
- Strong communication and stakeholder management abilities.

Desirable

- Experience in accommodation, property management, or hospitality services.
- Knowledge of tenancy agreements, housing regulations, and compliance standards.
- Familiarity with financial processing, including rent and deposit transactions.
- Understanding of health and safety regulations in a residential setting.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	4797	C.Culling	24/02/2025	
2.0				