

Housing Officer

Job Description

POSITION OVERVIEW

Department	Academic Services
Location	St Katherine's Dock Campus
Term	Part-time; permanent
Hours	Monday to Thursday (19 hours per week)
Salary	£30,000 per annum (pro rata)
Benefits	Generous benefits package including 25 days holiday allowance pro rata (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional)
Start	ASAP

The New College of the Humanities (NCH) is hiring a Housing Officer to be based in London, England. The Housing Officer will support the Residence Life Department within NCH. The department supports the physical, emotional, social, and academic needs of first year NCH students and study abroad students who are on programmes approved by Northeastern University, Boston, Massachusetts, USA.

The Housing Officer will assist the Residence Life Department with managing several cohorts of students who are studying at NCH for one or more semesters. The role of the Housing Officer will change over the course of the year but will primarily be to assist with departmental administration and supporting NCH students with sourcing and living within housing.

This role consists of 19 working hours a week, spread over 4 days a week as standard but other working preferences can be discussed upon request. Occasional unsocial hours are not anticipated

but may be required during busy periods; such as during student arrival and departure weeks.

Duties and Responsibilities

- Ensure the smooth running of the Departmental administration, such as supporting meetings and monitoring the excursion process
- Lead on assisting students and faculty with sourcing and securing housing with either our preferred partners or within London
- Act as the first point of contact for NCH staff on internal enquiries on housing and departmental updates
- Assist with the creation and delivery of housing information as part of the admissions process for NCH students
- Provide a high level of customer service to all students and act as the primary responder to the departmental email account
- Work closely with the Residence Life Manager & Residence Life Advisor to support the development of the NCH First Year Residence Life Program
- Assist the Residence Life Coordinators with updating welfare records and ensuring wider data accuracy
- The Housing Officer will work collaboratively to contribute to the development and overall success of the program

About the College

Founded in 2012, New College of the Humanities has established itself as a prestigious higher education institution based in the heart of London. After becoming part of Northeastern University's global network in early 2019, the College is undergoing a period of rapid growth, having been granted Taught Degree Awarding Powers in February 2020 and moved to a new, state-of-the-art campus in 2021. NCH continues to grow further, expanding its student cohort, courses, network, and opportunities.

Person Specification Criteria (Essential / Desirable)

- Experience with managing data, preparing reports and with supporting departmental administration [E]
- Self-starter, able to work independently and manage multiple priorities [E]
- Demonstrated intercultural sensitivity and global awareness [E]
- Proven ability to work well as a member of a close-knit team [E]
- Strong knowledge of the city of London [E]
- Experience working with housing providers and providing support to those requiring housing [D]
- Experience in a youth or student facing role, ideally within a university housing setting [D]
- Experience with the challenges of living, working, or studying abroad [D]
- Knowledge of UK & US Higher Education Systems [D]

Application Process

Applications should be made via **this link** by 20:00 on 25 August 2022. Please reference your application “**HOA522**”. Participation in the equal opportunities section is encouraged, but voluntary.

Applications must include a covering letter of no more than one page and a full curriculum vitae.

Applications are welcome from all sections of the community and will be judged on merit alone. We may be able to provide visa sponsorship for this position, depending on the personal circumstances of the applicant.