



Hertford College
UNIVERSITY OF OXFORD

Accommodation Officer

Further Particulars

Job Title:	Accommodation Officer
Department:	Domestic Operations (Events, Accommodation & Operations Team)
Hours:	37.5 hours per week
Salary:	£30,000 to £35,000 pa, depending on qualifications and experience
Contract Type:	Permanent
Reports to:	Head of Events and Operations (line manager)

The College

Hertford College ("the one with the bridge") is a constituent college of The University of Oxford, and a registered charity. Hertford is one of the larger Oxford colleges, with roughly 750 students, two-thirds of whom are undergraduates. The main site lies in the heart of Oxford, occupied from the later thirteenth century by Hart Hall and, from 1740 until 1816, by the first Hertford College; and then, from 1822, by Magdalen Hall which was refounded in 1874 as the second Hertford College.

The Fellowship, which has responsibility for the governance of the college, currently consists of forty fellows, the majority of whom are involved in undergraduate teaching. In addition, thirty lecturers supplement teaching provision, and around 125 members of administrative and domestic staff coordinate and support key activities. Fellows, lecturers and students are drawn from a range of disciplines across the four Divisions (Humanities, Social Sciences, MPLS, and Medical Sciences). Academic and administrative offices are on the main site, as is accommodation for many students, complemented by further accommodation for both graduates and undergraduates at various other sites around Oxford.

The college has a reputation for being both progressive and friendly. It was one of the first colleges to go mixed, and the ratio of female students to male remains comparatively high. For over 50 years, Hertford has championed access for students from backgrounds under-represented at Oxford, and this continues to be the focus of our outreach work.

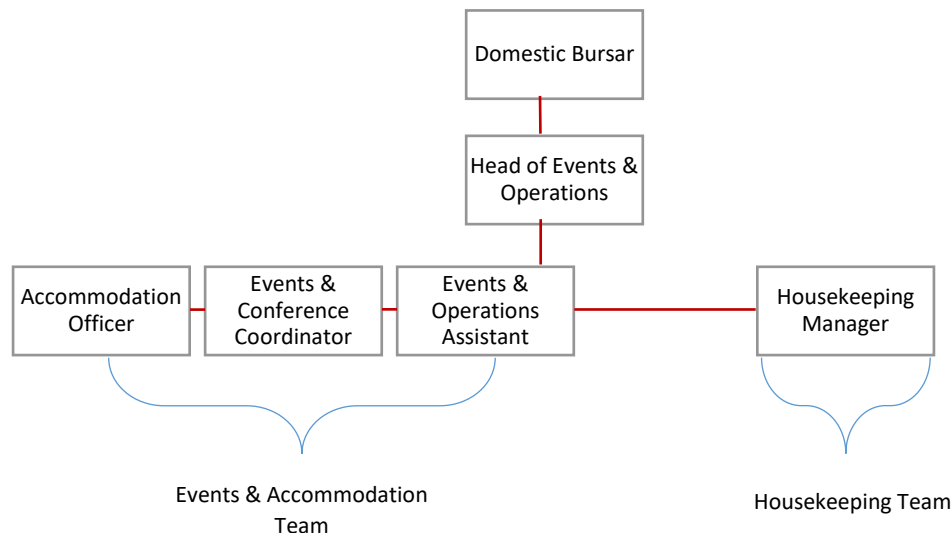
Further information about the college is available at <http://www.hertford.ox.ac.uk>.

The Domestic Operations Team

The Domestic Bursar is responsible for domestic operations across the College. These include accommodation services, events, housekeeping, maintenance and the lodge.

Reporting to the Domestic Bursar, the Head of Events and Operations is responsible for the day-to-day operational management of the accommodation, conferencing, events and housekeeping. The Events and Operations team work closely with other College departments, fellows, staff and students.

The Events, Accommodation & Operations Team structure is below:



The Accommodation Officer Role

Reporting to the Head of Events and Operations, and working closely with the Housekeeping and Maintenance teams, the Accommodation Officer is the lead member of staff for accommodation services at Hertford College. In consultation with the Head of Events and Operations and the Domestic Bursar, they prepare the annual accommodation plan, managing the allocation of approximately 500 rooms. The Accommodation Officer is the first point of contact for all accommodation enquiries. The College offers a mix of catered and self-catered accommodation in traditional halls of residence and annex houses on the historic main site in Catte Street and in North and South Oxford. Accommodation is managed in accordance with the Universities UK Accommodation Code of Practice.

Main duties

- First point of contact for all accommodation enquiries.
- Working with the Domestic Bursar and the Head of Events and Operations to ensure that the College has sufficient accommodation of the right quality and in the correct location to meet the needs of undergraduates, postgraduates and visiting students.
- Allocating accommodation for undergraduate and graduate freshers.
- Managing the Junior Common Room and Middle Common Room accommodation ballots.
- Issuing accommodation licences.
- Working with the Collegiate Accommodation Support Service to offer any surplus accommodation to graduate students from other colleges.
- Maintaining the accommodation database and other documentation.

- Overseeing the arrival & departure arrangements for students in College accommodation, including organising and supporting arrivals/departures and providing check-in/key list for the Lodge Porters.
- Managing student vacation accommodation requests, room allocations and storage.
- Producing accommodation information for perspective students and occupants (Accommodation Licence to occupy, student accommodation guides, property information, FAQs).
- Working with the Maintenance Administrator to ensure occupants and other teams are aware of ongoing works and that the accommodation database is updated.
- Auditing accommodation services in line with the Universities UK Accommodation Code of Practice of Code of Practice.
- Maintaining occupancy lists.
- Producing billing information for the Bursary.
- Providing advice and information on accommodation issues to other College teams.
- Providing references for previous/incoming occupants.
- Assisting the Head of Events and Operations to review annually room utilisation in the College, manage furniture and soft furniture requirements, and coordinate changes.
- Assisting the Head of Events and Operations to purchase and manage new furniture and soft furnishings in student accommodation, including end of life replacements and for refurbishment projects.
- Supporting the Events team to assign accommodation for events and conferencing.

Other Duties

The post-holder may be required to undertake other duties at the direction of the Head of Events and Operations, and to provide cover for colleagues in the Domestic Operations Office in the event of absence.

Person Specification

Essential

- Strong interpersonal skills with an ability to deal tactfully, sensitively and confidentially with a wide range of accommodation users, students, fellows, staff, and conference delegates and other visitors to the College.
- Well organised, comfortable working at pace with the ability to prioritise and deal efficiently with fluctuating workloads.
- Collaborative, with a can-do attitude.
- An eye for detail and high standards.
- Good listening, verbal, written communication and IT skills.
- Highly numerate and able to present accurate financial information.
- Proven administrative skills.
- Flexibility to work occasional unsocial hours, particularly around the beginning and end of terms.
- Willingness and ability to visit off site college properties.
- Commitment to professional development.

Desirable

- Relevant experience in managing student accommodation or similar facilities.
- Experience with accommodation database/software (eg, KX, Forum, StarREZ).
- Sympathy with the values, ethos, and objectives of a collegiate institution.

Terms and Conditions

This is a permanent appointment, available for an immediate start.

The post is full-time, 37.5 hours per week. The post-holder will need to have a flexible approach to working hours, as there will be particular periods of the year when longer working hours may be necessary, including evenings and weekends (for which time off in lieu will be granted).

The salary will be in the range £30,000 to £35,000 pa, depending on qualifications and experience. The post is eligible for membership of the OSPS pension scheme.

Benefits:

Annual leave: The college offers an annual leave entitlement of 28 working days (five to be used for Christmas Closure), plus Bank Holidays, pro-rata for part-time employees. Bank holidays which fall within the full terms of the University of Oxford are normally worked, for which time off in lieu will be given. The holiday year runs from 1st October to 30th September.

Additional holiday days are awarded as longer services awards.

Employee Benefits Platform: Free access to thousands of discounts and savings via vouchers, reloadable cards, cashback and online voucher codes.

Free Meal: When on duty, a meal is provided free of charge when the kitchens are open.

Pension: The post is eligible for membership of the OSPS Pension Scheme, further details can be found at <https://finance.admin.ox.ac.uk/pensions>

Health and Welfare Support: Employee Assistance Programme. Free annual flu jab.

Travel Pass Loan: A discounted travel scheme is available with monthly deductions from salary.

Cycle to Work Scheme / Bike Loan: Monthly deductions from salary. On site cycle repair service at discounted rates.

Sports Facilities: Access to the University Sport club.

University Card: for discounts in shops, cafes and restaurants and University Leisure facilities.

Other staff benefits are outlined on the HR section of the college website: <https://www.hertford.ox.ac.uk/and-more/vacancies>

The appointment is subject to a probationary period of twelve months. The college may initiate a DBS check during employment. You may also be required to submit to a medical assessment that is satisfactory to the College, a medical questionnaire will be provided if relevant to your employment.

Application and Appointment Procedure

Those wishing to apply for the post should email the following documents to hr@hertford.ox.ac.uk by **noon on Tuesday 14th October 2025**

1. CV (maximum three sides of A4)
2. A covering letter detailing how your experience, skills and qualifications meet the criteria for the post;
3. A completed Employment Application Form (available from www.hertford.ox.ac.uk/about/vacancies).

Please note that Hertford will not accept AI generated covering letters or application content.

Applicants are also asked to complete and return an Equal Opportunities Monitoring Form (available from the college website www.hertford.ox.ac.uk/about/vacancies). The information collected on the Equal Opportunities Monitoring form does **not** form part of the selection process and will **not** be circulated to the selection panel. It will be used solely to monitor the effectiveness of the college's

equality policy. Completed forms should therefore be sent to hr@hertford.ox.ac.uk as a separate document, and not contained in the same string as the other application materials.

Interviews will take place Thursday 23rd October 2025. References will only be taken up for the successful candidates.

Candidates must be eligible to work in the UK, and the appointment will be subject to provision of proof of the right to work in the UK before employment commences. Regrettably, the college is not able to sponsor applicants for a UK work visa for this post. EU/EEA & Swiss nationals must have Pre-Settled or Settled Status.

The position may be discussed further with the Head of Events & Operations (Jordan.davies@hertford.ox.ac.uk).

In accordance with the General Data Protection Regulation (GDPR), we have implemented a privacy notice to inform you, as a prospective employee of our college, of the types of data we will process about you. We also include within this notice the reasons for processing your data, the lawful basis that permits us to process it, how long we keep your data for and your rights regarding your data. This Privacy Notice can be found on our website at this address: <https://www.hertford.ox.ac.uk/privacy>.

Hertford College is an Equal Opportunities Employer