



**Hertford College**  
UNIVERSITY OF OXFORD

## Accommodation & Housekeeping Assistant Further Particulars

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|-----------------|------------------------------------------|
| Job Title:      | Accommodation and Housekeeping Assistant |
| Department:     | Domestic Operations                      |
| Salary:         | £29,000 per annum                        |
| Hours:          | 37.5 hours per week (full-time)          |
| Contract Type:  | Permanent                                |
| Responsible to: | Accommodation Officer                    |

Reporting to the Accommodation Officer, the Accommodation & Housekeeping Assistant will support the Accommodation and Housekeeping Teams across all College sites with administrative, operational and inventory-related tasks in support of accommodation and housekeeping operations.

The postholder will be based on the main site in Catte Street but will be expected to undertake tasks across all College sites in North Oxford, Catte Street and South Oxford.

### 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 135 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 Role

Responsibilities will include:

## **Accommodation Administrative Support**

- First point of contact for accommodation enquiries, monitoring and responding to emails received in the accommodation inbox, dealing with routine enquiries and referring more complex matters to the Accommodation Officer as appropriate.
- Communicate with students and other accommodation occupants regarding planned maintenance works, contractor visits, access arrangements and other accommodation-related matters.
- Assist the Accommodation Officer with the administration and preparation of student vacation accommodation requirements.
- Compile accommodation occupancy Lists.
- Respond to enquiries for references for previous occupants and seek references for incoming occupants who are not Hertford members.
- Produce and maintain accommodation information and documents for perspective students and occupants (Accommodation Licence to occupy, student accommodation guides, property information, FAQs etc.)
- Support the Accommodation Officer with other accommodation administrative tasks and communication between departments.

## **Housekeeping Administrative Support**

- Assist with maintaining accurate housekeeping records, files and documentation including but not limited to standard policy documentation, health & safety records, policies and compliance paperwork, COSHH records, training records and other housekeeping documentation.
- Submit weekly agency staff timesheets and maintain related records.
- Support the housekeepers' line manager with other housekeeping administrative tasks and communication between departments.

## **Inventory and Stock Management**

- Coordinate and maintain an inventory tracking system for College accommodation.
- Coordinate and maintain accurate records of furniture, equipment, linen, curtains, supplies and other housekeeping assets.
- Carry out regular stock checks and assist with inventory audits.

## **Ordering and Supplier Liaison**

- Assist ordering housekeeping-related items including uniforms, and linen.
- Liaise with suppliers regarding deliveries, installations, replacements and any issues relating to orders.
- Meet suppliers and contractors on site when required, including curtain deliveries and installations.
- Liaise with the College waste removal contractor regarding additional collections, missed collections and service issues.
- Undertake other duties at the direction of the Head of Events and Operations, and Domestic Bursar.

# Person Specification

## Essential

- Strong interpersonal skills with an ability to deal tactfully, sensitively and confidentially with a wide range of suppliers, 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.
- A good level of IT skills, including MS Word and Excel
- Flexibility to work occasional unsocial hours, particularly around the beginning and end of terms.
- Willingness and ability to attend to work matters on different 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.

37.5 hours per week, usually worked Monday to Friday during core business hours. Some flexibility with start/finish times depending on operational requirements. Potential for occasional weekend and evening work, as there will be periods of the year when longer working hours may be necessary (for which time off in lieu will be granted).

The salary will be £29,000 per annum. 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 1<sup>st</sup> October to 30<sup>th</sup> 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 six 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](mailto:hr@hertford.ox.ac.uk) by **noon on Monday 5<sup>th</sup> October 2026**

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](http://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 Recruitment Monitoring Form (available from the college website [www.hertford.ox.ac.uk/about/vacancies](http://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](mailto: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 week commencing 12<sup>th</sup> October 2026. 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. Those with limited time status to work in the UK must have more than 2 years remaining from in order to be considered for this role.

The position may be discussed further with the Amy Wood, Accommodation Officer. Please email [accommodation@hertford.ox.ac.uk](mailto:accommodation@hertford.ox.ac.uk) in the first instance.

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.**

