

# Housing Officer

## Job Description

### Position overview

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| <b>Department</b> | Residence Life   |
| <b>Location</b>   | Devon House, London  |
| <b>Term</b>       | Full-time; permanent   |
| <b>Salary</b>     | £25,000 per annum, depending on experience   |
| <b>Benefits</b>   | 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) |
| <b>Start</b>      | ASAP   |

Northeastern University London (NUL) is hiring a Housing Officer to be based in London, England. The Housing Officer will support the Residence Life Department within NUL. The department supports the physical, emotional, social, and academic needs of first year NUL students and international 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 NUL for one or more semesters. The role of the Housing Officer will change over the course of the year but will primarily be to create and maintain housing resources for prospective and current students, assist with departmental administration and support NUL students with sourcing and living within housing.

Occasional unsociable hours are anticipated such as during student arrival and departure weeks.

### Duties and Responsibilities

- Lead on assisting students and faculty with sourcing and securing housing with either our preferred partners or within the wider London area.
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## [Role] Job Description

- Assist with the creation and delivery of housing information as part of the admissions process for NUL students.
- Act as the first point of contact for NUL staff on internal enquiries on housing and departmental updates.
- 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 Supervisors with maintaining records and ensuring wider data accuracy.
- Ensure the smooth running of any Departmental administration, such as supporting meetings and ensuring minutes and resources are kept up to date.
- The Housing Officer will work collaboratively to contribute to the development and overall success of the program and perform other duties as appropriate.

## About the University

Founded in 2012, Northeastern University London (formerly known as 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 University has undergone 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. The University continues to grow further expanding its student cohort, courses, network and opportunities. students year on year, further expanding its courses, network and opportunities.

### Person specification criteria (essential / desirable)

- Experience with managing data, preparing reports and with supporting departmental administration [E]

## [Role] Job Description

- Self-starter, able to work independently and manage multiple priorities [E]
- Demonstrated intercultural sensitivity with global and economic awareness [E]
- Proven ability to work well as a member of a close-knit team [E]
- Strong knowledge of the London housing market [E]
- Experience working with housing providers, PBSAs, and providing support to those requiring housing [D]
- Experience in a student or youth 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 **02/12/2022**. Please reference your application "**HOU1122**". 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. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006.