



University of Oxford
**St Edmund
Hall**

**Job Description – Further Particulars
Accommodation Manager**

1. The College

St Edmund Hall is one of the constituent colleges of the University of Oxford and currently has about 70 academic staff (Fellows and Lecturers), 420 undergraduate students, 350 graduate students and 40 visiting students. Students are admitted in a range of subjects.

The first documented reference to St Edmund Hall is from 1317, which indicates an earlier foundation. Although Oxford's oldest colleges date to the mid-thirteenth century, it was not until the sixteenth century that the colleges commonly admitted undergraduates. St Edmund Hall therefore has a claim to be the oldest surviving academic society to house and educate undergraduates in any university – and it continues to provide an inspiring home for our students today.

The main site in Queen's Lane is situated in the heart of the city, and its old buildings are concentrated in the Front Quadrangle, which is one of the most attractive in Oxford. The location provides quick and easy access to the High Street, buses, shops and the station, which is a 15-minute walk away.

In spring 2026, our newly refurbished properties at Norham Gardens will open, providing an additional 127 bedrooms and communal facilities for conferences. From October 2026, the accommodation will house second and third-year students.

The College launched its first strategy on 1 October 2019, encapsulating the Hall's vision for the next 10 years, covering 2019-2029. It aims to move our inspiring and historic institution into the next century, keeping it as relevant to students of the future as it has been in the past and is today.

General information about the College is available at www.seh.ox.ac.uk

2. The Role

The Accommodation Manager will have overall responsibility for the Accommodation and Housekeeping functions of the College. The role encompasses the management of all accommodation requirements (using Kx Student), and ensuring exceptional standards of presentation, cleanliness, maintenance and student and conference guest services in all private and public areas of the College.

A key aspect of the position is achieving income and budgetary targets in respect of student accommodation, and in as far as possible support conference, summer school and commercial bookings without impeding the College's academic activities. The postholder will be expected to deliver an efficient, well-organised, and financially sound operation while continually enhancing the experience of students and guests.

Success in this role depends on a blend of strategic planning, effective execution, and collaborative leadership all underpinned by a clear focus on achieving measurable results.

The College is a complex environment, where academic, religious, residential, catering, commercial, and heritage considerations all intersect within a limited space. The Accommodation Manager must be capable of addressing a wide range of diverse challenges, quickly analysing underlying issues and negotiating sensitive, well-balanced solutions that take into account differing views, policies, and interests. The role requires close working relationships with Fellows, senior staff, and student representatives from both the Junior and Middle Common Rooms (undergraduate and postgraduate bodies, respectively).

The Accommodation Manager will lead, support, and manage the housekeeping team, ensuring the highest standards of service and professionalism across all areas of responsibility. Visible and effective leadership will be essential in fostering a strong, supportive culture of excellence and mutual respect, ensuring that all activities align with and support the academic mission of the College.

A further responsibility for this role, initially, will be the recruitment of additional staff required for the new accommodation and communal areas at Norham Gardens.

3. Reporting to:

The Domestic Bursar.

4. Principal Responsibilities

a. Familiarisation and Assimilation

It will be important for the appointee to spend their early days at the Hall understanding the nature and culture of the College, and so, at the outset, they should:

- Familiarise themselves with the geography and facilities of the College, both at the Queen's Lane main site and the outlying properties in North and East Oxford.
- Assimilate the values of the Hall, become familiar with the mechanisms by which decisions are made, and take time to understand the interests and concerns of the Fellows, students and staff (as they relate to this role) both collectively and individually.
- Win the confidence of both academic and non-academic sections of the College community and demonstrate an understanding and sympathy for the College's primary educational function.
- Talk with student representatives as someone who understands their priorities and who seeks, within operational and budgetary constraints, to promote their welfare.
- Develop a collaborative approach based on a clear understanding of the way the collegiate community works and an appreciation of the importance of management by consensus.

b. Management of Staff

- The Accommodation Manager has overall responsibility for the housekeeping staff,

and with the support of the HR Manager, he or she will manage all employment processes such as recruitment, appraisals, and absences, ensuring all HR policies and procedures are followed.

- The Accommodation Manager will be responsible for overseeing all housekeeping operations across the College's sites, ensuring services are delivered efficiently, effectively, and to a consistently high standard. They will adopt a flexible and proactive approach to managing resources, coordinating team activities, and driving performance. The postholder will also be expected to address and manage under-performance where necessary.
- The Accommodation Manager will also be responsible for identifying all training requirements and developing capabilities for the Accommodation team and, on occasion, may be required to deliver training to other members of the Bursary Team.

c. Financial Matters

In conjunction with the Domestic Bursar and College Accountant, the Accommodation Manager will be responsible for:

- Set and monitor departmental budgets, reviewing monthly performance, investigating variances or overspends, and implementing corrective actions as appropriate.
- Implementing annual rent increases as required.
- Achieve departmental income targets by identifying and developing income opportunities, working collaboratively with the Conference & Events team to maximise commercial revenue.
- Actively manage stock levels through effective purchasing and ensure that they are appropriate for the needs of the College.
- The Accommodation Manager will also be responsible for the laundry contracts, ensuring that they are cost effective, delivering the required level of quality and service standards.

d. Buildings

In co-ordination with the Estates Manager, the Accommodation Manager will be responsible for developing, planning and operating a comprehensive refurbishment strategy for both public rooms and accommodation, respecting their historic and listed nature. This includes:

- Assisting the Domestic Bursar in planning the College's future needs, balancing usage, protection and conservation.
- Ensuring that the buildings and services are maintained to the required standards, by conducting regular property walkabouts and inspections and ensuring that appropriate action is taken to ensure that all physical aspects of the property,

grounds, buildings and amenities meet established standards for safety, cleanliness and general appearance and appeal.

- Developing and delivering planned maintenance and refurbishment programmes.
- Assist in the management of utilities for college premises, including waste management and promote best practice.
- Assisting the Domestic Bursar in identifying and delivering appropriate plans for the enhancement of facilities.

e. Room Management

The Accommodation Manager should ensure that College room use is planned for (long-term) and managed effectively (day-to-day), balancing academic, residential, and commercial needs. This includes:

- Working with the Domestic Bursar and Conference & Events Manager to assess the College's future room needs as part of its overall strategy.
- Advising the Domestic Bursar on planned furniture, white goods, and soft furnishings replacements and procurement in all areas, and as needed.
- Overall responsibility of the College's Student Room Management System (Kx Student).
- Ensuring that all rooms are clean, well presented, and appropriately equipped.
- Working with the Senior Tutor on the management and allocation of Fellows' rooms.
- Managing the allocation of rooms to students, using Kx Student, and liaising with the outside property Wardens as required.
- The Accommodation Manager will deal with breaches of licence for both student and private tenants.
- Managing the licences for all students, Fellows, and commercially let residential accommodation.
- Managing the ballot for returning 2nd, 3rd & 4th year students.
- Identifying new possibilities for income generation from accommodation.

f. Security

In co-ordination with the Lodge Manager, Estates Manager, and the Picture & Chattels Fellow and others, the Accommodation Manager must ensure appropriate security for the College premises. This includes:

- Ensuring that the housekeeping team exercises effective security of keys and

reports any security issues to the Lodge Manager, while also providing a welcoming and efficient customer service.

g. Systems

The Accommodation Manager will have overall responsibility for the day-to-day operation of the Student Room Management System (Kx) and, in conjunction with the College Accountant, develop requirements for the future.

The Accommodation Manager will work with the Estates Manager to ensure the effective use of C-Works (the maintenance reporting system) across all sites to ensure that maintenance requirements are effectively managed.

h. Compliance

The key compliance responsibilities of the Accommodation Manager are as follows:

- Assisting the Disability Officer (Domestic Bursar) – in maintaining adequate provision for college members and visitors with disabilities.
- Assisting the Health & Safety Officer (Domestic Bursar) to ensure the College's compliance with all applicable Health & Safety legislation in relation to student rooms and other accommodation and rooms at the College.
- Ensuring compliance with the Universities UK Accommodation Code of Practice (UUK ACoP), completing the annual return accurately and on time. Advising the Domestic Bursar of any issues with achieving compliance with the UUK ACoP and alerting them to any declarable complaints or issues.

i. Decanal Matters

The Senior Dean is the College Officer ultimately responsible for enforcing student discipline. Accordingly, the Accommodation Manager should expect to liaise with the Senior Dean on matters where the two roles overlap, such as infringements of accommodation regulation and damage to college property.

j. General Oversight and Modifications

The Accommodation Manager will be expected to maintain oversight of the role's remit as follows:

- To keep up to date with legislation, regulation, and best practice in the areas of operational responsibility, so that the College always remains compliant.
- To suggest modifications to the Domestic Bursar in the light of changing needs.

The appointee will also be expected to carry out such other duties as the Domestic Bursar may from time-to-time request, commensurate with the grade and responsibilities of the post. The above provides an indication of the nature of the role and is not intended to be exhaustive.

5. Selection criteria/Person specification

	Essential and desirable criteria	
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Education/qualifications		
Educated to A level standard or equivalent professional experience.	√	
Experience		
Demonstrable experience in the management, implementation and monitoring of occupational health and safety practices as they relate to housekeeping and relevant staff.	√	
Significant experience at a strategic and operational level within the service sector.	√	
Proven record of successfully managing competing demands and completing projects to deadlines.	√	
Proven budgetary experience and income generation.	√	
Experience of preparing reports and presenting and implementing strategic plans for change.	√	
Experience working in a similar role within the Oxford collegiate system or higher education environment or a conference, hotel or hospitality environment.		√
Skills, Competencies and Abilities		
Empathy with the aims and culture of Higher Education.	√	
Confident written, financial and communication skills, with the ability to deal appropriately with relevant stakeholders including staff, students, Fellows and external clients.	√	
Excellent IT skills appropriate to a Windows-based office and the preparedness to learn new applications as required.	√	
Ability to lead and motivate a large diverse team.	√	
Strong organisational skills, with an ability to work to multiple deadlines and to prioritise workloads.	√	
A flexible and adaptable attitude towards duties, including a willingness to work cooperatively and collaboratively to meet the fluctuating needs of the academic year.	√	
Excellent interpersonal and communications skills, tactful and diplomatic.	√	
Working knowledge of Kinetics (Kx)		√
Personal Skills		
Proactive and positive approach and able to work with minimal supervision.	√	
Discreet and able to maintain confidentiality.	√	
Friendly, professional and approachable with strong relationship management skills and an excellent approach to customer services.	√	

6. Terms and Conditions

Appointment:	This is a full-time, permanent post working five days per week. The appointment will be conditional on receipt of evidence of right to work in the UK documentation and satisfactory references.
Probationary Period:	There will be a probationary period of six months. Only after successfully completing this probationary period will the appointment be confirmed.
Notice Periods:	During the probationary period, the post-holder's employment may be terminated by either side on one weeks' written notice. Once the appointment is confirmed, the period of written notice will be 3 months on either side.
Salary:	The salary is £37,285 to £45,812 per annum (St Edmund Hall Grade 7). Appointments are normally made to the bottom of the grade; however, the starting point will depend on qualifications and experience. Automatic progression takes place on 1 August for support staff provided they have been in post for at least 3 months prior to the incremental date until the maximum point is achieved.
Hours of Work:	Normal hours of work will be 35 hours per week, usually 09.00 to 17:00, with a one-hour lunch break each day, which is unpaid. The ability and willingness to adopt a flexible approach to working hours and duties will be required as some evenings and weekend working will be required.
Annual Leave:	Annual leave entitlement is 32 days, comprising 8 public holidays and 24 working days plus additional leave following 5 years of service. The post-holder's leave will be calculated on a pro-rata basis for the first year of employment. Additional leave is granted during the Christmas and New Year period when the College is closed. Where public holidays fall in term time, the Accommodation Manager may be required to work those days and time off in lieu will be given to be taken at a mutually convenient time at the discretion of the Domestic Bursar.
Meals:	Lunch is provided free of charge in the Hall whilst on duty and when the College kitchen is open.
Benefits:	Subsidised bus pass loan, season ticket rail loan, cycle scheme loan, electric vehicle scheme, free eyesight tests and contribution towards new lenses for VDU users, free annual flu jab, free entrance to the University's museums, the University Club and other Oxford colleges and libraries, free entrance to the Botanic Gardens and Harcourt Arboretum, retail and dining discounts and access to the College's employee assistance programme (a 24-hour telephone and online advisory and counselling service).
Pension:	The post-holder will be automatically enrolled in the Universities Superannuation Scheme (USS) unless they notify the College otherwise.

Parking: Parking is extremely limited and allocated according to needs at the discretion of the Domestic Bursar.

Further terms and conditions are contained in the Employee Handbook, a copy of which will be supplied on appointment and forms part of the post holder's contract of employment.

7. Application Process

Interested applicants should forward the following documents:

1. A Cover Sheet (found on our website) detailing the names and contact details of two referees.
2. A current CV.
3. A covering letter, which explains how you meet the selection criteria for the post.

Documents should be sent preferably by email to recruitment@seh.ox.ac.uk by **GMT 09:00 on Wednesday, 5 November 2025**. Applications should be sent to the HR Manager, St Edmund Hall, Queen's Lane, Oxford, OX1 4AR.

Interviews are expected to be held in Oxford on Wednesday, 12 November 2025.

Informal enquiries about the post should be directed to recruitment@seh.ox.ac.uk.

Equality of Opportunity

The Equal Opportunities policy of the College requires that all staff are offered equal opportunities within employment. Entry into employment will be determined only by personal merit and the application of criteria related to the post. Subject to statutory provisions, no applicant will be treated less favourably than another because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Recruitment Monitoring

Please consider completing the online Equal Opportunity Monitoring Form. Submission of this form is voluntary and does not form part of the selection process, but we would be grateful if you are willing to return it with your application to assist us with our equal opportunity monitoring. A paper copy can be obtained on the website or by emailing recruitment@seh.ox.ac.uk.

Notes

1. *This employment is subject to the provision of original documentation to establish the right to work and remain in the UK.*
2. *All data supplied by applicants will be used only for the purpose of determining their suitability for the post, and will be held in accordance with the principles of the General Data Protection Regulations.*
3. *St Edmund Hall is an Equal Opportunities Employer. Conduct against fellow employees and college members that is offensive or detrimental to them on grounds of age, disability, gender*

reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation, is not tolerated.

- 4. Smoking (including electronic devices) is not permitted at any of the sites or buildings belonging to St Edmund Hall.*