



Vacation Letting Assistant



Role Description

GRADE

Grade 2

LOCATION

Orwell Terrace/Bainfield
flat developments.
Live-in is essential.

LINE MANAGER

Senior Accommodation
Officer

Role Summary

To contribute to the running of the summer letting period within the student flats, including set-up and draw-down, and to provide excellent customer service to the groups and individuals using our facilities.

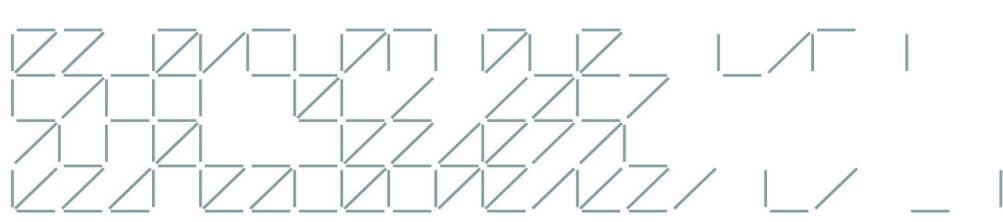
Line Management Responsibility for:

This role does not have any line management responsibilities currently.

Main Duties and Responsibilities

Experience of working in a customer focused environment including receptionist duties is essential. Experience of working in the hotel and/ or tourism industry would be an advantage as would knowledge of the Edinburgh Napier University flat developments. A current driving licence and use of a car, although not essential, is desirable. The applicant should also have well developed IT skills, and the ability to speak more than one language would be advantageous. A rotating rota will be issued in advance which will include pre-set holiday dates scheduled in advance to meet business needs

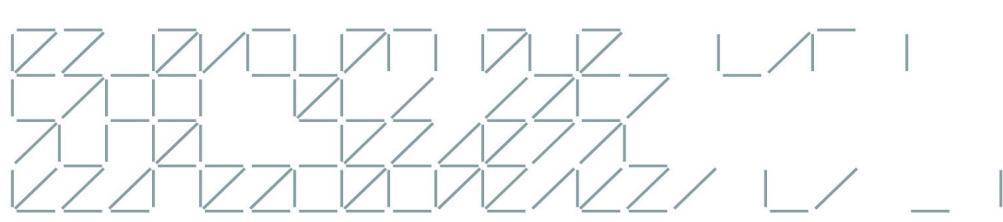
- This role will require cleaning and bed making tasks to meet business requirements.
- To assist in managing the student end-of-lease in June Duties inc removal of excess items from flats and cleaning checks.
- To undertake the preparation of the flats for the summer season including distribution of equipment, stores, bedding etc from storage to the flats. Similarly to undertake the draw- down at the end of the season in preparation for the students' return
- To process dirty and clean linen that is stripped from beds by cleaning contractor and collected by linen laundering company.
- To liaise with the cleaning company to ensure all scheduled cleans are being conducted as diarised and to standard during the summer period. Assistance is also required for cleaning check prior to start of summer and at the end of summer prior to student returns.
- To liaise with the laundry company and ensure correct uplift and delivery of all bed linen to the developments as required at specified times. To ensure bedding packs are in place as ordered by customers on the day of arrival
- To liaise with the Language School course directors and staff to ensure all requirements and operational aspects of the contract are met
- To welcome summer visitors to the developments, manage the issue/return of keys and essential flat information, and act as general point of contact for local information
- To hold daily surgeries for all visitors at the different sites to provide guest assistance and to deal with any problems, issue bed linen, supplies and such like
- To deal with the necessary office paperwork connected with individual bookings, arrivals information, issue of questionnaires and departure letters and such like
- To report immediately any repairs or defects to Facilities Service Desk and to monitor their completion
- To communicate effectively with all University departments involved in the summer programme, including security, conference & lettings, maintenance and finance
- To ensure that the whole development is run smoothly and efficiently, including car parking, refuse removal, external cleaning and such like



- To be available at the developments to assist contractors involved in pre-planned maintenance and repair work at the end of the student leases and to ensure that this is properly timetabled in with the cleaning of flats before first arrivals
- To undertake duties within the Accommodation Office mainly in relation to student key allocation, lease end charges, electricity payments, and allocations for the 2025 session as required
- Be responsible for ensuring that the information and records processed (received, created, used, stored, destroyed) on behalf of the University are managed in compliance with ALL applicable legislation, codes and policies e.g. Data Protection, Information Security and Records Management
- To assume any other duties and responsibilities as required by Accommodation staff
- Role model the University's values & behaviours;
- Be responsible for ensuring that the information and records processed (received, created, used, stored, destroyed) on behalf of the University are managed in compliance with all applicable legislation, codes and policies e.g. [Data Protection](#), [Information Security](#) and [Records Management](#).

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Education / Qualifications		
• Previous relevant experience as detailed below	✓	
• A Hospitality / tourism degree would be desirable		✓
Skills / Experience		
• Experience of working in the hospitality industry or another customer focused sector	✓	
• Experience of working in a customer facing role such as Receptionist duties	✓	
• Live-in on site essential	✓	
• Ability and knowledge of working in a non-office based environment (lifting and moving items will be involved)	✓	
• Excellent organisational skills	✓	



• Appreciation of customer service and 'adding value'	✓	
• Ability to work to strict guidelines in terms of cleanliness, and presentation within the accommodation	✓	
• Excellent attention to detail	✓	
• Excellent communication skills both written & verbal	✓	
• Ability to work independently and make decisions based on strict guidelines but also contribute to the success of the whole team	✓	
• Ability to work to tight deadlines and to prioritise tasks	✓	
• Flexibility in working hours including weekend working	✓	
• Good IT skills including: Word, Excel, Outlook and the internet	✓	
• Experience of working in the accommodation sector		✓
• Good knowledge of Edinburgh and tourist attractions		✓
• Project a positive image of the University		✓
• Multilingual		✓
• Current Driving Licence and use of car (as delivery driving will be required)		✓
• An appreciation and ability to carry out basic maintenance tasks		✓
• Knowledge of Edinburgh Napier University's flat developments		✓