

# UUK/GuildHE Code Support Officer

## Job Description

0.7 FTE

### We are...

The UUK/GuildHE Accommodation Code of Practice (The Code) is legislated by Parliament to assure safe, quality student accommodation. The Code currently has 143 member organisations and oversees the compliance of approx. 260,000 bed spaces.

Where a student lives is a key part of their experience, especially in their first year, and so when they move to University, The Code is there to protect their rights and assure a safe, good quality place to live. Members signed up to the Code have their accommodation independently audited every 3 years to ensure compliance with the standards required for that membership to continue. It is our role to ensure that this is delivered efficiently, accurately and to the requirements laid out by the legislation it represents.

The Code is administered by College and University Business Officers (CUBO). CUBO is the professional association for campus and commercial services professionals in higher and further education, whose mission is to lead and promote excellence in the development of campus life, services and the student experience.

### We are looking for...

A UUK/GuildHE Code Support Officer to provide administrative support to Code operations and on occasion, support the wider activities of CUBO.

You will be able to demonstrate a track record of excellent organisational skills and the ability to work equally well both independently and as part of a team. It's a fast paced and varied role and you'll need the skills to be able to successfully balance the aligned, but often competing priorities of the work.

Our home-based team are located in different parts of the UK and operate virtually through regular calls, virtual meetings and together at the physical meetings and conferences we run annually. This role will be home-based and include a small amount of pre-planned travel for meeting and conference support, with occasional overnight stays.

This role is for 25 hours a week (48 weeks/year) and then during our busiest periods it increases to full time, 37 hours a week, (4 weeks/year). Across the whole year, this equates to 0.7 FTE.

The post-holder reports to the CUBO Executive Director and will support the UUK Code National Manager and other CUBO colleagues. This role has no line management responsibilities.

## You need to be...

Someone with **first-class organisational skills**, providing **administrative support** to The Code.

Because you will need to...

- Organise physical and online meetings, conference calls and travel.
- Prepare Governance Board and Compliance, Assurance & Scrutiny Board Packs.
- Minute Board meetings.
- Liaise with members on Code matters, escalating to the National Code Manager & Boards as appropriate.
- Track and report on follow-up actions.
- Maintain accurate and easily accessible compliance evidence and communicate with members as required (ad-hoc comms, reminder emails etc).
- Organise, monitor, and manage statutory returns (Audits/Complaints/Bed Space fees).
- Organise training sessions, roundtables, and other member engagements.
- Support the UUK Code events throughout the year.
- Deputise for the National Code Manager on occasion.

Someone with **an eye for detail**, who can **support our membership and operations**.

Because you will need to...

- Demonstrate excellent communication and customer-service skills to support The Code with marketing, events and engagement.
- Maintain our member databases and keep them accurate.
- Upload resources to the website.
- Maintain up-to-date event listings.
- Process membership applications and renewals.
- Manage general enquiries, dealing with or referring them as appropriate.
- Keep subscriptions up to date.
- Be able to implement and maintain, efficient office systems and procedures.
- Generate reports and newsletters as required.

A great **team player** who is happy working in a **small team** and willing to share ideas.

Because you will need to...

- Be able to work in a busy team environment, with different colleagues on different days.
- Sometimes work outside normal office hours when organising or attending conferences/events.
- Undertake any other duties as directed by the Executive Director.
- Commit to always observing the organisation's Equity, Diversity, and Inclusion Policy.

## You might also have...

- Experience of working in a compliance-led organisation
- Knowledge of the UK higher education sector
- Data analysis experience

## We will offer...

- This role is for 25 hours a week (48 weeks/year) and then during our busiest conference periods it increases to full time, 37 hours a week, (4 weeks/year). Across the whole year, this equates to 0.7 FTE.
- A competitive annual salary up to **£31,396 pro rata** (pay award pending) dependent on qualifications/experience.
- A defined contribution pension scheme with **7.5% employee and 16% employer** contribution rates, together with life insurance.
- **30 days' holiday pro rata**, plus bank holidays and discretionary days' office closure.
- Support for **CPD** and appropriate training.
- This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.