



Accommodation Officer Holmes Education Group London or Oxford

16th August 2022

Accommodation Officer, London or Oxford

Location: Office-based, London (Soho) or Oxford (Banbury Road)

Closing Date: Friday 2nd September 2022

Salary: Negotiable on experience

Holmes Education Group is looking for an enthusiastic Accommodation Officer to provide excellent service to our international students.

Working alongside teams based in colleges in London, Oxford and Dublin, you will allocate students to homestay accommodation ensuring that students and our recruitment partners are provided with all necessary information about their booking. You will be responsible for a key component of the student journey, ensuring that students feel welcomed and safe in their accommodation.

This is a hands-on role. You will be involved with recruitment partners and students on a daily basis, working alongside staff based overseas as well as our senior teams based in London, Dublin and Australia.

Key Duties and Responsibilities

- Allocate students to homestay accommodation in an efficient manner, ensuring any changes to accommodation are managed appropriately;
- Maintaining a friendly and business-like relationship with our Homestay families, encouraging them to continue working with us;
- Undertaking inspections of new and renewing host family accommodation;
- Ensuring adequate information is provided in a clear manner to incoming students, recruitment partners and homestay providers;
- Responding quickly to enquiries from students, recruitment partners, homestay providers and staff within the organisation;
- Overseeing the arrival and departure of students;
- Providing regular status and occupancy reports to the Directors and senior staff; and
- Other administrative duties as detailed by the Director

Skills and Attributes

- **Organised and Meticulous:** You will have a high level of administrative expertise, computer skills, an excellent working knowledge of document production and effective time management skills;
- **Communication Skills:** You will have exceptional written communication and interpersonal skills, a professional image, the ability to present well and the mind-set of working in a dynamic educational environment;

- **An International Mindset:** Our students are predominantly international students, so fluent written and spoken English is a must and other languages are an advantage; and
- **Service Oriented:** You respond quickly and accurately to a range of enquiries from colleagues and customers alike. You will be a team-player with a positive 'can-do' attitude

The role is based full-time in our London location, in the heart of Soho. Home/remote working is not available with this position. The successful candidate will work 40 hours per week between the hours of 8.30 am and 6 pm, Monday to Friday. Initial interviews will be held virtually.

Please note that a full, clean driving licence is required for this position.

About Holmes Education Group and OHC

OHC is part of Holmes Education Group (HEG), an internationally recognised privately-owned multi-sector provider of education. HEG has had the same corporate directors since it commenced operations in 1986. We have teaching operations in Australia, the UK, Ireland, the USA, and Canada, but we also maintain permanent staff and offices in over a dozen other countries. As a multi-national provider of education, we hold accreditation with the Tertiary Education Quality and Standards Agency (TEQSA) in Australia, Quality and Qualifications Ireland (QQI), ACCET in the USA, the British Council in the UK and Ontario Ministry of Colleges and Universities in Canada. Each year we welcome over 15,000 students from around the world to our twenty unique campuses.

OHC English Centres are now one of the most expansive and accredited deliverers of English Language Courses and Programmes in world. We offer exciting central city and beautiful town locations in England, Ireland, America, Canada and Australia which makes it easier for students to enjoy exploring and studying in their chosen locations.

All our friendly OHC teachers are professional and qualified in delivering our accredited English Courses and Programmes to a wide range of nationalities. Our English Programs have a maximum class size of 16 and include regular teacher guidance, feedback and communication. There is also a dynamic and busy social programme that enables our students to practise their English at every opportunity, and also make new friends. Students can start most courses any Monday (excluding public holidays) studying from one week to a whole academic year.

Further Information and How to Apply

For an informal conversation about the role, please contact Georgina Collier
g.collier@holmeseducation.group

Holmes Education Group
24 Great Chapel Street
London
W1F 8FS

To apply, please submit a covering letter and CV (including details of your current salary) to the above email address. Please indicate whether you hold a full, clean driving licence.

Applications should be received by Friday 2nd September 2022, and your cover letter should include an explanation of how you meet the skills and attributes required and your current availability to work.