

Helpdesk Report: Head of the Accommodation Office

by

Incomes Data Research

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This report has been produced by Incomes Data Research Limited as part of the ECC Labour Market and Pay Data Service.

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1. Introduction

This report has been prepared by Incomes Data Research (IDR) and, as requested, it provides market salary data for the following role(s):

- Head of the Accommodation Office

2. Market salary data

This section presents the market salary data. We aim to provide a minimum of three sources of information for each job to enable ‘triangulation’ of the results, and thereby provide the widest possible assessment of the market for this role.

2.1. Market data

The tables in the following sections provide the aggregate market salary for a full-time Accommodation Managers.

2.1.1. Official earnings data

The data provided below is based on the Government’s latest Annual Survey of Hours and Earnings (ASHE), for November 2018. This survey, conducted by the Office for National Statistics, provides a snapshot of earnings each April and is based on a 1% sample of National Insurance numbers. ASHE is considered a reliable source of official earnings data.

The following table details the median and average UK gross annual pay for full time employees in the closest-matched occupational category. It also provides information on the annual percentage change which can be an indicator of labour market pressures.

Annual pay - Gross (£)¹ - For full-time employee jobs: United Kingdom, 2018

Description	Code	No. of jobs (000s)	Median £	Annual percentage change %	Average £	Annual percentage change %
Hotel and accommodation managers and proprietors	1221	14	26,764	-8.9	32,248	3.6

Source: Table 14.7a, ASHE 2018.

2.1.2. Recruitment data

The table below provides data on recruitment salaries for housing managers in social housing.

	Range	Typical
Social Housing Manager, East of England	£34,000-40,000	£34,500

Source: Hay UK Salary Guide 2018.

¹ Gross pay excludes bonuses but includes basic pay, shift premium payments, overtime pay, paid leave, maternity pay, sick pay and other pay.

3. Job advertisements

This section details current comparable vacancies from our database of advertised positions.

3.1. Data and summary

Accommodation Manager, public/not-for-profit sectors – advertised positions summary

	Minimum	Maximum
Average	£33,255	37,465

Accommodation Manager - job advertisements

Reference ID	Organisation	Job title	Min	Max	Hours	Location
AC769	The Courtauld Institute of Art, University of London	Timetabling, Room Bookings and Accommodation Manager	£37,739	£43,159	Full Time	London
AC770	University of Leeds	Residence Manager	£27,025	£32,236	Full Time	Leeds
IN332	Sovereign Housing	Accommodation Manager	£35,000	£37,000	Full Time	Leicester

3.2. Job advertisements

The following pages present the job advertisements for the above vacancies.



Timetabling, Room Bookings and Accommodation Manager

Courtauld Institute of Art, University of London - Facilities

Location:	London	Placed On:	21st March 2019
Salary:	£37,739 to £43,159 per annum (incl. London Weighting)	Closes:	23rd April 2019
Hours:	Full Time	Job Ref:	278
Contract Type:	Permanent		

[Apply](#)

The Courtauld Institute of Art is the UK's leading institution for teaching and research in the subject of Art History and conservation of paintings. It is also home to one of the finest small art galleries in the world.

As Timetabling, Room Bookings and Accommodation Manager, you will be working in a small Estates and Facilities Team and will be responsible for devising and managing the academic timetable, in addition to managing all non-academic room timetabling and event bookings. This will include the promotion and management of external hire of teaching rooms, and assisting with the organisation of internal events within The Courtauld.

In addition, you will be responsible for managing our student Halls of Residence (Duchy House). Throughout the academic year, you will ensure that Duchy House is managed efficiently to provide a positive residential experience for students. For the summer months, you will promote and manage the letting of the accommodation to commercial guests.

Ideally you will have knowledge and understanding of the processes involved in academic timetabling, and/or managing student and/or hotel accommodation. Strong interpersonal skills and the ability to liaise with a wide variety of diverse people is essential. You will also have strong IT, administrative and organisational skills. You will be proactive, able to work on your own initiative to identify and opportunities and resolve problems and be flexible to work occasional evenings and weekends and across multiple sites when required.

Applicants are required to complete an application form, please note CVs will not be accepted.

For further information, please see the Job Description and Person Specification.

Interview Date: 10 May 2019

The Courtauld Institute of Art promotes equal opportunities



UNIVERSITY OF LEEDS

Residence Manager

University of Leeds - Facilities Directorate

Location:	Leeds	Placed On:	4th April 2019
Salary:	£27,025 to £32,236 per annum (Grade 6)	Closes:	28th April 2019
Hours:	Full Time	Job Ref:	FDRES1066
Contract Type:	Permanent		

[Apply](#)

Are you customer focussed and excited about delivering an outstanding service? Do you have experience of managing a team to deliver a high quality service working? Do you have exceptional communication skills? Would you like to face different challenges every day?

Residential Services provides accommodation for around 8,500 University of Leeds students in self-catered and catered sites both on and off campus. We also provide facilities for meetings and conferences. We are an innovative service with a clear vision to provide some of the country's best student accommodation.

We are seeking a highly organised and professional individual who can bring their excellent leadership and customer service skills to ensure the smooth running of one of our residences. As a Residence Manager, you will manage and motivate a team of staff to deliver a high quality service in line with Residential Services' strategy and objectives. You will also be responsible for ensuring that the site you manage is presented to the highest standards at all times and is responsive to the requirements and expectations of student residents, visitors and conference delegates; including to ensure that accommodation is maintained and made available for letting, in order to maximise conference and student occupancy at residence sites.

You will have experience of managing staff as well as having a hands on approach to work. You will also have strong communication and interpersonal skills with an ability to work collaboratively with others and build effective working relationships.

The role will require a Basic Disclosure Check.



Accommodation Manager (Fixed Term)

Sovereign Housing ★★★★★ 52 reviews - Leicester
£35,000 - £37,000 a year - Contract

[Apply On Company Site](#)



An opportunity has arisen for an Accommodation Manager to join our Key Worker Team overseeing our 590 bed residential scheme in central Leicester. This role is offered on a fixed term basis until 30th September 2020.

Our key worker accommodation provides a home to a range of NHS staff, other key workers and students, with customers staying from one night right up to a number of years.

Reporting into the Key Worker Business Manager, you'll take full responsibility for the day-to-day success of our customer operation, financial management and in leading a large team of around 15 staff covering services such as reception, sales, maintenance and housekeeping.

You'll focus on ensuring that we fulfil our commitments to our people and our customers by delivering exceptional customer service, strong performance against targets and in ensuring that our team are motivated in their roles on a daily basis. Key to this is a strong personal approach, leading by example at all times and with a high level of personal integrity.

To be successful in this role a background in management within a fast-paced operation is essential, either within a residential setting or in a similar customer-facing environment such as hotels, retail or facilities management.

You'll also be an excellent communicator, be delivery focused, have the ability to make decisions and go the extra mile.