

Syracuse University

London

Housing Manager

February 2024

Overview

Syracuse University London forms part of the global network of study abroad programs overseen and supported by Syracuse University, Syracuse, New York, U.S.A. The Syracuse University London centre hosts around 600 students per year in fall and spring semesters; employs 20 permanent administrative staff members and 60 adjunct faculty members; offers 50-60 Syracuse University-approved courses/modules each term across 35 disciplines; and runs 200+ class field trips and a robust internship program, in addition to an intensive summer session.

This full-time, permanent position is primarily responsible for student housing and administrative logistics. This role is part of a four-person Administration team and reports to the Associate Director – Finance and Administration. The aim of this position is to maintain a stable portfolio of high-quality affordable student housing that promotes diversity, equity, inclusion, and accessibility as integral to student wellbeing and academic success.

Main responsibilities

Housing Procurement

- Develop and maintain partnerships with reputable housing providers to meet program needs
- Regularly view and evaluate flats for their suitability in terms of price, location and quality, ensuring they are clean, well-maintained and in compliance with Health and Safety and Fire regulations
- Negotiate housing contracts and oversee timely contract preparation and completion, liaising with the Director and AD Finance/Admin
- Liaise regularly with the London Student Support team and SU Abroad to keep abreast of enrolment numbers, application/financial deadlines, and approved/non approved student accommodations
- Maintain up-to-date knowledge of current student housing trends and continuously seek out new suitable housing options

Landlord relations

- Be the main contact for landlords when addressing concerns/complaints and maintenance issues raised through Student Support team
- Collaborate with the Student Support team in resolving housing complaints by suggesting and sourcing viable solutions and acting as the main contact point for landlords

Documentation

- Oversee the regular review of housing contract templates, ensuring all landlord housing contracts are approved by legal counsel before an agreement is signed.
- Support Student Support team and SU Abroad on updating information published on their website.
- Perform regular and timely credit checks on all housing providers.
- Collect and file all required health & safety documentation for every property. Regularly meet with the Facilities Manager to ensure health and Safety standards are being met.
- Maintain/update the list of housing approved by the Board of Trustees at Syracuse University
- Prepare and update Housing Guides for students for each property and neighbourhood.

Administration

- Support the Student Support team around assigning students to flats according to preferences and other criteria
- Participate in team meetings across the offices
- Support the Administration team by covering absences as needed
- Adopt an all-hands-on-deck approach at busy times
- Support the Student Support team with issuing oyster cards/bank/council tax letters
- Oversee the relevant lines of the Program Budget in collaboration with the Assistant Director for Teaching & Learning, working closely also with the AD – Finance/Admin
- Track and approve all expenditures in those budget lines

Diversity and Inclusion

- Continually develop awareness and knowledge of the ways diversity, equity, inclusion and accessibility shape and impact students' experiences
- Respond supportively and appropriately to all student concerns about experiences relating to DEIA
- Promote DEIA as an essential part of student wellbeing
- Actively support and contribute to DEIA initiatives and activities
- Actively seek housing options for students with approved accommodations

Qualifications

Required

- Bachelor's degree or equivalent experience
- Strong knowledge of the student housing market in London
- Strong adaptable interpersonal skills working with very senior and less senior people

- Self-motivated with an ability to work independently as well as within a team
- Proven track record in building external professional relationships and contract negotiation
- Excellent organisation skills and attention to detail
- A high degree of IT competency
- Experience in managing and setting budgets

Preferred

Experience living, working, or studying abroad
Experience of UK & US Higher Education systems