University of Edinburgh
Job Description Template

1. Job Details

Job title: Site Superintendent

School/Support Department: Accommodation Services

Unit (if applicable): 

Line manager: Accommodation Manager

2. Job Purpose

To assist the Accommodation Manager in the smooth running of the vacation letting business by ensuring flats are equipped and maintained to the standards required and by ensuring guests have an enjoyable stay in our accommodation.

3. Main Responsibilities

1. Guest satisfaction – Greet summer visitors on arrival to site and issue keys. First line of response for guest queries to ensure excellent customer service. Guests may require assistance out of hours or arrive late. 25%

2. Flat preparation- Install bedding and crockery in flats and ensure flats are checked and ready to receive guests. This involves a great deal of manual handling. Routinely re-stock flat supplies on a weekly basis. 25%

3. Laundry – Removing dirty laundry and installing clean linen in flats and organising collecting and monitoring of linen with the laundry company. 20%

4. Admin duties- Responsible for checking booking charts/ parking info and related admin work involved and selling phone cards with related cash handling. Any other office duties required by the Accommodation manager. 10%

5. Cleaning/ bed making – May be required to fulfil emergency cleaning duties and also responsible for bed making. Responsible for ensuring flats are cleaned between guest either by contract cleaners or University staff. 10%

6. Security and Key control – Responsible for the safe issue and return of keys to guests and taking appropriate action where these are missing. Responsible for checking site security. 10%

4. Planning and Organising

Work is allocated by the Accommodation Manager and systems and procedures are in place to operate the vacation business. The post holder needs to check arrivals on a weekly basis and ensure all is prepared in time for guest arrival. Information is obtained from booking charts produced by Edinburgh First.

25%

25%
5. Problem Solving

The site superintendent often has to deal with guests’ requests and problems when the Accommodation manager is not available. They therefore need to be able to resolve difficulties with reference to practice and procedures and also know when to seek a manager’s advice.

6. Decision Making

The site superintendent must decide if they can resolve guests’ problems on their own or should seek further advice. They may be required to decide if a change of flat is possible or appropriate. They also have to decide if repairs are urgent and if so to refer them to the Security Team at Pollock.

7. Key Contacts/Relationships

1. The site superintendent must be able to interact politely, helpfully and in an understanding manner with all the guests in the Accommodation during the vacation period. These may range from teenage language school students to families and visitors from abroad.
2. The post holder must also be able to work well with colleagues and in a team as each site has a group of site superintendents and duties must be shared. A close working relationship is also required.
3. The site superintendent must also interact with colleagues in Edinburgh First who make all the bookings and communicate any changes or difficulties that occur.
4. The site superintendent must maintain a regular and co-operative relationship with their Accommodation Manager through meetings.

8. Knowledge, Skills and Experience Needed for the Job

Excellent organisational skills
Excellent communication skills
Experience of working with the public, ideally in a customer facing role
Previous experience of working in a team
Good problem solving abilities
Ability to interact with a variety of cultures and personalities
Hard working and mature
Clean driving licence

8. Dimensions

The site superintendents work and live in pairs in the flats where the guests stay and assist the Accommodation Manager to provide a good service to these guests. Each team looks after 40 to 50 flats.

9. Job Context and any other relevant information

These posts are seasonal and are filled by students for a 2 to 3 month period in the summer vacation to enable the Accommodation Managers to provide a service to our guests at times out with office hours. The site superintendents have regular working hours on a rota basis, but as they live on site with the guests, they may get disturbed out with these times. They
therefore require to be flexible, particularly as they carry a mobile phone for emergencies or late guest arrivals. At the beginning and end of the vacation period the work is very physical as equipment requires to be transferred in to and out of the flats.