**IES Abroad London**

**Housing Coordinator**
**Job Description**

**November 2026**

**Reports to:** IES Abroad Housing Manager
**Salary**: £32,000-34,000 per annum

**Scope of Duties:** The **Housing Coordinator** will directly support the Housing Manager in delivering housing support to IES students. This will include responding to housing issues, allocating housing, coordinating the emergency response rota, tracking bed numbers and occupancy across all housing residences, help with disputes between students, working with the Housing Manager on conflict resolution, coordinating the housing survey and collating student feedback, and maintaining housing case management and reporting systems. Additionally, the Coordinator will support the Student Affairs team in delivering all aspects of student support at the IES Abroad London Centre and may be asked to manage or co-manage a Customised Programme.

The Coordinator reports to the Housing Manager on any matters that could jeopardise the success of students participating in the program due to housing or wellness issues, working with them to ensure all students are provided for. The Coordinator will take both proactive and reactive measures in performing their duties. They will assist in addressing student wellness issues, supporting student events and responding to enquiries.

The Housing Coordinator will be engaging, socially aware, and able to respond promptly and decisively to any issues that arise, addressing concerns with sensitivity and pragmatism. The ability to listen and to mediate is essential to this role, as well as being organised and with an eye for detail. The role also requires a strong understanding of data management and related technologies, primarily Microsoft programmes but familiarity with Airtable is an advantage.

## Primary Responsibilities

### Housing

- **Relationships**
  - maintain relationship with Housing Manager
  - maintain day to day liaison with students and staff at all housing locations regarding housing issues (roommate issues/conflicts, room changes, quarantine arrangements, escalated facilities problems, bed bugs etc.)

- foster relationships with residence hall specialised teams
- engage with RSLAs (Residence and Student Life Assistants) in response to student issues in residences

- **Operational**
  - liaise with Chicago office on rooming options and requests
  - assist with housing assignments for all housing options
  - maintain student contact records
  - work with housing and SA staff to deliver housing orientations
  - assist in carrying out health and safety housing inspections as per Chicago protocol
  - respond to complaints raised by students and housing providers
  - assist in tracking bed numbers and occupancy across all residences
  - assist with coordinating resale and rebate of beds across all providers
  - work with Housing Manager and the Student Affairs team to respond to queries, concerns, and complaints
  - assist with student arrivals and departures
  - Assist with disputes between students and support Housing Manager with conflict resolution
  - coordinate housing survey and collate student feedback
  - maintain housing case management and reporting systems

**Student Affairs**

- **Relationships**
  - maintain day to day liaison with students and staff at the IES Centre and residences to ensure student wellbeing issues are addressed promptly
  - maintain relationships with SA Coordinator (Events & Communications) & Student Success Manager
  - maintain relationships with RSLA (Resident & Student Life Assistants)
  - maintain relationships with Chicago colleagues around student medical records and concerns

- **Operational**
  - together with other SA staff, update incidents in SITS database
  - assist with the Oyster Card process
  - coordinate the OOO staff emergency rota and maintain the records
  - participate in the delivery and, where required, organisation of student events
  - together with other SA staff, respond to student emergencies during office hours
  - respond to student emergencies outside of office hours (on a rota basis; TOIL will be offered)
  - attend and lead student field trips (on a rota basis, some weekend work will be required)
  - together with other SA staff, deliver parts of orientations relevant for the role
  - deliver high quality customer service to students and faculty
  - any other job/duties as assigned by your line manager or the Centre Director

- **Strategic and planning**
    - together with other SA staff, consider approaches and programmes around student wellbeing, including events and service providers
    - in coordination with the London Housing team, create and maintain annual and semester housing portfolio models, identifying the financial impact of contract commitments, occupancy assumptions, excess or unallocated beds, release dates, provider terms and changes in student demmand
    - support the Head of Student Affairs to monitor the London student housing market, including rental rates, new supply, occupancy trends, provider activity, emerging housing options, and relevant regulatory or market developments, and use this intelligence to inform portfolio planning, budgeting, contract negotiations, and future housing recommendations

## Person Specification

### Required Qualifications

- minimum of Bachelor's / Undergraduate degree
- experience of working in services for students or young adults, preferably in UK or US Higher Education administration
- near-native command of the English language
- legal ability to work in the UK.
- strong experience in Microsoft Excel
- experience of record and data management

### Preferred Qualifications

- knowledge of local community and resources in London
- experience of project management
- professional experience of student housing
- experience of Airtable

### Knowledge, Skills, and Abilities

- meaningful understanding of students from a variety of personal, social, economic, and academic backgrounds, especially those from historically underrepresented and marginalized identities
- strong interpersonal and communications skills
- demonstrated ability to collaborate, motivate, and form strong professional relationships
- excellent customer service skills and experience of navigating a wide range of student issues and faculty requests with empathy
- excellent managerial, communication and organisational skills in a cross-cultural environment
- ability to communicate professionally and clearly in writing and orally
- ability to exercise sound judgement and appropriate response in emergency situations
- good aptitude for technology
- flexible and adaptable personality suited to working in a small team
- experience of living in or navigating London

The role is primarily based in the IES Abroad London Centre, Gray's Inn, but also requires attendance at the residences (for both meetings and emergencies) and offsite work as part of field trips and CP management. The hours are 7.5 per day, within the standard operating day 8.30 to 5.30, with some late and weekend working covered by TOIL and overtime.