

Unipol Student Homes

Candidate Brief

Housing Hub Assistant – Bradford

Location: Unipol Student Homes – Bradford Hub, University of Bradford

Hours: Part Time, 8 hours per week over two days

Contract: Fixed Term Contract from 12th January to 30th June 2026, to complete specific time limited work

Salary: Grade 2 – £23,742 per annum, pro rata

Overview of the Role

Working as part of Unipol's Housing Hub Team in Bradford, you will provide key administrative support within a busy customer-facing team, to support students, tenants, landlords, and colleagues across the organisation, to provide high quality advice and services through great communication skills, working cross-departmentally.

This role involves creating and maintaining web adverts, assisting students to find housemates and accommodation in Bradford, whilst promoting the Codes and Code complaints system and servicing our existing tenants and landlords.

This post is 8 hours per week from 12th January to 30th June 2026, working two four-hour shifts over two days for supporting core Hub operations in Bradford. Please note, you will need to be available for 8 hours of training based at our Leeds office between 12th-16th January 2026. The post may involve working in the evening, at weekends and during Bank Holidays, and some flexibility will be required. Additional hours may be available to represent Unipol at open days and university events.

The post is located in the University of Bradford.

If you thrive in a busy environment, the ability to be proactive, enjoy problem solving and have a can do attitude, this could be the role for you.

Main Duties and Responsibilities

- Offering exemplary customer service when liaising with existing tenants and landlords via promotional events and open days, within the University and the Housing Hub.
- Exercising exemplary communication and customer service skills through timely enquiry management both digitally, via telephone and in-person, to understand and meet customer needs and gather feedback.
- Maintaining and reporting on databases for accurate portfolio listing and promotion.
- Maintaining electronic equipment to support the house-hunting process, and providing guidance to users.
- Knowledge of the Codes, including registered Unipol Code Landlords, to provide accurate guidance and support to enquirers and complainants.

- Supporting potential and existing landlords and owners in utilising digital platforms to aid the promotion of properties.
- Conducting assessments on standard contracts, making relevant referrals for further advice and support as required.
- Preparing and collating information for mail outs and general clerical duties.
- Undertaking stock management and assessment to ensure supplies are replenished and in good order, including Unipol marketing materials.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade and the evolving property portfolio.

Qualifications and Skills

As a Housing Hub Assistant you will have:

- Good attention to detail
- Ability to be proactive and work on your own initiative
- Ability to work independently and as part of a team
- Good customer care skills with a commitment to providing outstanding customer service
- Excellent communications skills
- Ability to problem solve and remain calm under pressure
- Excellent IT skills
- Willingness to undertake manual duties.

General Information

Unipol is a housing Charity, providing assistance in finding and supplying housing for students in Leeds, Nottingham and Bradford. All those working in Unipol are jointly employed by Unipol and the University of Leeds.

Further details about Unipol can be found here www.unipol.org.uk