

# Lettings Negotiator



Candidate Job Pack  
May 2025

**HudLets** 

Huddersfield  
Students'  
Union

# Welcome

Huddersfield  
Students'  
Union

Hello!

It's great that you are interested in joining our team at Huddersfield Students' Union as our Lettings Negotiator.

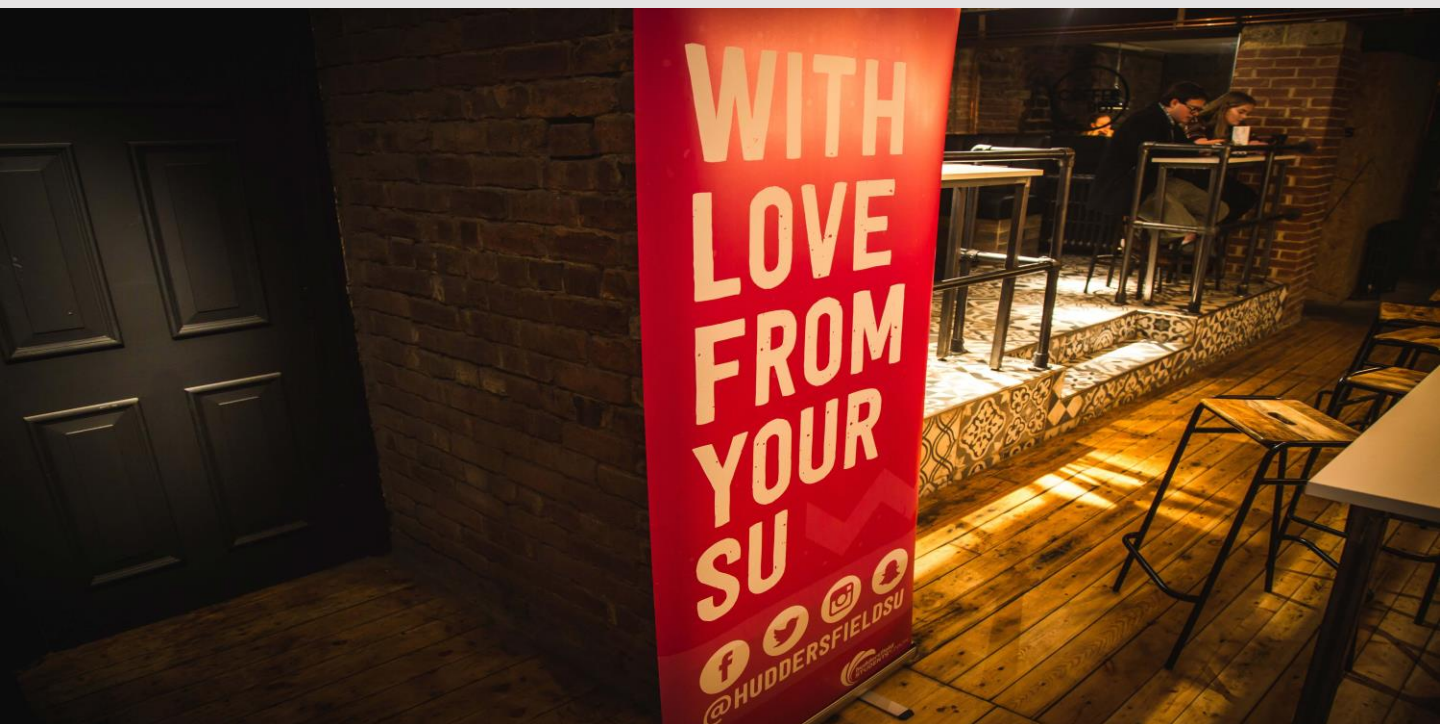
Are you a confident communicator with a passion for property? Do you thrive in a fast-paced environment and love helping people find their perfect home? If so, we want you to join our team!

This is an exciting opportunity to take on a brand-new role, working within our busy Lettings business, HudLets. Your role will include:

- delivering excellent customer service as the first point of contact for HudLets,
- conducting property viewings and negotiating tenancy agreements,
- building strong relationships with Landlords and Tenants,
- supporting maintenance and rent enquiries,
- ensuring effective administration of deposits and rental payments,
- managing paperwork and ensuring compliance with regulations.
- Representing HudLets to prospective students at University Open Days

We are looking for a confident and personable individual with great communication skills, a passion for the property industry, strong negotiation skills and a proactive approach to problem solving.

If this sounds like you, then keep reading to find why HSU is a great place to work, and what we can offer you in this role.



# About HudLets

Welcome to HudLets! We're a lettings agency run by Huddersfield Students' Union for students at the University of Huddersfield. We are University's Approved Accommodation Service working with halls of residences and private landlords to ensure students have access to high quality accommodation at a fair price during their studies. We provide a quality service with a dedicated staff team, at the heart of Huddersfield. We've had years of experience dealing with students who need accommodation. Whether UK or international students coming from abroad, we've got student accommodation covered!

All the houses and halls listed on our website are subject to a quality assessment and must achieve a minimum standard. We don't charge students any admin fees and all the deposits are protected within a deposit protection scheme. If you have any dispute with a landlord, we're here to help resolve it.

We are committed to providing the best quality of service for students, which can be characterised by five key points:

- Convenience: we have properties just footsteps from the edge of campus, across town and the surrounding areas of Huddersfield.
- Choice: we offer the full range accommodation from single rooms with an en suite bathroom to shared houses to suit what you are looking for.
- Quality: we inspect all our properties to make sure we only select good quality and safe homes owned by responsible landlords.
- Value: we don't charge admin fees and we always try to find the best deals to suit your needs.
- Not for profit: any surplus we make is reinvested back into the Students' Union, funding our key services like the Advice Centre, activities and representation.



# About HSU

Huddersfield  
Students'  
Union

HudLets operates as a subsidiary of Huddersfield Students' Union (HSU). The HudLets team work closely with the rest of the HSU team and share in key events, all staff meetings and staff away days.

HSU is an independent, student-led charity. Everything we do supports our mission to 'make student life better'.

We aren't your typical students' union, located in a Yorkshire market town with most of our students commuting to study. We are central to the University experience for all students and work to support all aspects of student life for the 15,000 students here at Huddersfield University.

Our mission is to 'make student life better' and we do this by providing a platform for good, creating a community where all voices are equal, and everyone is free and safe to express themselves. Giving students opportunities to enjoy good times with friends and feel supported on their path through Huddersfield University.

We do this by running a programme of events and activities throughout the year, looking after student sports teams, academic, hobby, and faith-based societies and through our student networks. Our Representation Team are here to give a voice to all students on campus through campaigning, activism and Officer elections and our dedicated, independent Advice Centre Team work tirelessly to make sure that students are fully supported throughout their time at university.



**Your Officer Team.**

# Let us introduce ourselves...

To put it simply we are a charity based on campus, led by students for students; which exists to make student life better. Although we work closely with the University, we're a completely independent organisation. This means we're 100% focused on representing our members, the 15,000+ students at the University of Huddersfield.

## Our Vision.

By 2025 all Huddersfield students will agree that we help them to develop the life skills they need to make and shape their future.

They will understand and value being part of the HSU community.

## Our Mission.

Our strapline is "making student life better", which condenses our vision into one short sentence. We use this on a lot of our externally facing communications, as well as internal, to build our reputation as an organisation that students can rely on.

## Our Values.

### Inclusive.

We are inclusive because we want everyone to feel that they are part of the HSU family, whether students or staff. We want our organisation to reflect the diversity of our members and be accessible to every Huddersfield student.

### Empowering.

We are empowering as we want our staff and students to feel like they can try new things, be creative, innovative and enterprising and not feel constrained by structures. We want our culture and working practices to be agile and flexible so that they are the best they can be.

### Engaging.

Being engaging is about providing opportunities to connect with each other, be supportive, have fun and provide a variety of ways to be part of the HSU community.

### Integrity.

Everything we do will be driven by integrity: we want students to see us as an organisation that is fair, ethical and honest in our work and in the way we interact with them.

[Find out more about our Strategic plan here](#)



# Huddersfield Students' Union in the past 5 years...

**41,631**  
students  
attended  
events.

Students have raised  
**£21,049**  
for charities.

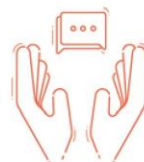


**3824**  
students  
voted on  
Big Ideas.

The Advice Centre dealt with

**36,889**  
enquiries

and **7591**  
appointments.



**We  
have  
paid**

**£648,579**  
in student staff wages.



**9574** members of Clubs  
and Societies.



Find out more: [www.huddersfieldsu.co.uk](http://www.huddersfieldsu.co.uk)

Huddersfield  
Students'  
Union

# Our Student Leaders

Huddersfield SU is led by a team of 4 elected Officers who campaign and lobby for change across the University to improve the student experience.



## **Wamick Aijaz - President**

Originally from Jammu & Kashmir, India, Wamick (he/him) first became involved with the HSU as President of the Jammu & Kashmir Society. Starting as an Events and Retail Assistant in the HSU shop, he later served as Equity Officer before being elected President. Wamick graduated last year with a degree in Business Management, which included a placement as an Administrative Assistant in Manchester. Throughout his student life, Wamick has been actively engaged in various sports clubs and societies, particularly Cricket and Football.



## **Bethany Murphy - Activities Officer**

Bethany (she/her) is widely recognised from participating in various clubs and societies, including the pole fitness committee. This year, she graduated with a bachelor's degree in Fashion Design with Textiles, so certainly knows how it feels to be a student at Huddersfield University. Bethany is very excited to work on improving student engagement across all societies and creating more collaborations across campus.



## **Irfan rashid Rather - Education Officer**

With an MSc in International Business with Project Management, Irfan (he/him) has been actively involved in various roles within the Students' Union, including as an Events Assistant and Retail Assistant, which have given him valuable insights into student life. As a volunteer Peer Supporter at the HSU Advice Centre, he developed a passion for listening to people and understanding their concerns. This role allowed him to connect with many students and offer support and guidance.



## **Freya Askwith-Martin - Equity Officer**

Freya (she/her) grew up in a small village called Tibshelf in Derbyshire. Freya chose Huddersfield University because it was one of the few that offered a joint course in Sociology and Psychology. Freya also appreciates the close-knit feel of living in a small town and the convenient layout of the campus. In her second year, Freya served as the social secretary for the Thai boxing sports club, pursuing the position of Equity Officer because she loves working with and supporting students.

# How we are run

Our Officers are supported by a talented and enthusiastic team of permanent staff along with a growing team of part-time student staff, all dedicated to the performance of the Students' Union and ready to take risks and be bold.

## **Governance**

Our Board of Trustees is responsible for directing the work of Huddersfield Students' Union. The Board oversees our strategic plan and ensures that we are well run as a charity, including financial and legal security. Our Board is made up of the 4 elected Officers, 2 Student Trustees, and 5 External Trustees that bring experience and knowledge.

Our Articles of Association and By-Laws set out the fundamental principles of our governance, such as our charitable nature, membership, and leadership structure. You can find more detailed information on our Governance [here](#).

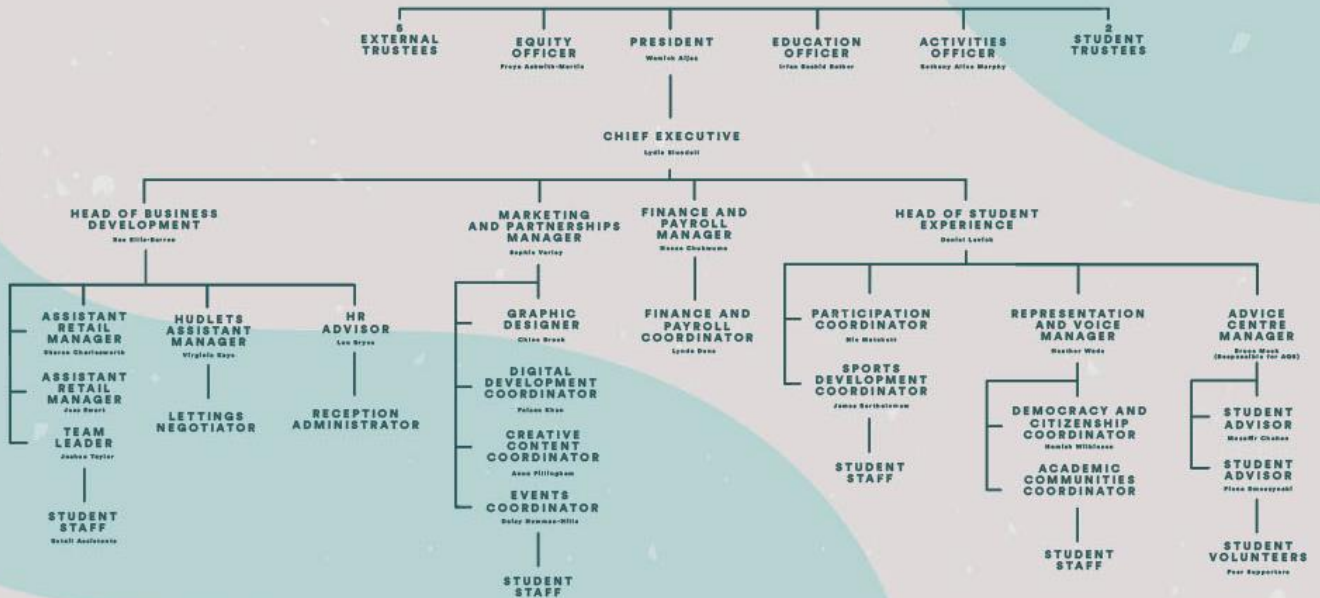
## **Finances**

As a charity, the Students' Union does not make a profit, and all of our income is spent on services and opportunities that benefit Huddersfield students. Our main revenue comes from three sources: a set amount of income each year from the University through an annual block grant, predominantly retail activities, and income from HudLets, the accommodation arm of the Students' Union.

HudLets, along with other commercial activities, including our recently refurbished shop space and online retail site, will provide the key financial focus for the Students' Union over the next 12 months



# Our structure



Our Team.

[Click here to meet the team](#)

# Working at HSU

HudLets 

Huddersfield  
Students'  
Union

Based right in the heart of a bustling market town, Huddersfield University offers a unique experience for students. The majority of students who study at the University live in the surrounding area and commute to study rather than live on campus.

We understand that balancing work and home life isn't always easy, and we aim to make Huddersfield Students' Union a great place to achieve work-life balance. It's important to us that our employees thrive both at work and at home, and we care about empowering everyone to structure their working week around our core, student-facing hours in a way that helps them to be at their best.

Our new Lettings Negotiator will be trusted to organise their own days with hybrid working, giving them the flexibility to choose where they work, based on the requirements of the role. HSU are also a Mindful Employer and are proud to make a commitment to supporting mental health in the workplace.

## Benefits

HSU are committed to providing an outstanding employee experience by giving our staff the recognition they deserve. We offer a generous 29 days annual leave entitlement that increases with length of service up to 34 days. That's on top of days off for your birthday, volunteering days and time for family leave, as well as additional closure days over Christmas and New year.

We also offer a number of other benefits to support our staff. We support access to training and development, often in partnership with the University staff development and academic teams. We also offer matched pension contributions at 6%, subsidised eye tests and vaccinations, enhanced parental leave, and wellbeing and mental health support.







# About the University of Huddersfield

*University of*  
**HUDDERSFIELD**  
*Inspiring global professionals*

The University of Huddersfield is a growing centre of research and excellence and always pushes the boundaries of knowledge. Since 2008, £156 million has been spent on campus development making sure students have access to some of the best facilities in the country.

The University of Huddersfield has been rated Gold in all three aspects of the Teaching Excellence Framework (TEF) 2023. It was the only university in Yorkshire and the Humber and the Northwest to achieve Gold ratings in all three aspects of the TEF among those announced in September 2023.

Further proof of teaching excellence; staff rank in the top three in England for the proportion who hold doctorates, who have higher degrees, and hold teaching qualifications (HESA 2022).


The University of Huddersfield won the first Global Teaching Excellence Award recognising the University's commitment to world-class teaching and its success in developing students as independent learners and critical thinkers (Higher Education Academy, 2017).

The University is first in the country for National Teaching Fellowships, which mark the UK's best lecturers in Higher Education, winning a total of 22 since 2008 (2023 data). World-leading applied research groups in biomedical sciences, engineering and physical sciences, social sciences and arts and humanities.

The University of Huddersfield became the Times Higher Education University of the Year in November 2013. Judges highlighted the University's outstanding record for student satisfaction and employability with the University placed in the top ten in the country in both categories.



## Statistics from the 2023 staff survey...

**85%** —  
are proud to  
tell people  
they work  
for HSU. 

**95%** believe  
their manager  
trusts and  
respects  
them.   


**93%** <sup>says</sup> the  
organisation  
**values**  
diversity.  
  


**89%**   
believe the  
organisation helps  
them acquire skills  
and knowledge that  
benefits their future  
career.   


**92%** | feel the organisation  
has strong values.  


**93%**   
say the organisation gives  
a high priority to  
employee welfare. 

# About the role

**JOB TITLE:** Lettings Negotiator

**SALARY:** £24,477

**REPORTING TO:** Head of Business Development

**LOCATION:** Huddersfield Students' Union

**CONTRACT TERMS:** FT (37 hours per week), 2-year contract, with Hybrid and Flexi working

## Purpose

The Lettings Negotiator will make student life better by supporting the lettings office operations in providing good quality, safe and affordable accommodation for students.

## Accountabilities, Responsibilities, Duties

### Administration

- Manage the HudLets email inbox, responding to enquiries and signposting to other services as required.
- Check the HudLets voicemail daily and respond to missed calls and messages.
- Oversee the viewings bookings system.
- Oversee day-to-day key management and handover of keys to/from tenants and contractors.
- Write tenancy agreements using designated templates.
- Enter new properties onto the Lettings management system.
- Ensure up to date promotion of properties in the Office.

### Viewings

- Accompany potential tenants on viewings by appointment.
- Lead group viewings at Open Days.
- Log appropriate feedback from viewings.
- Conduct follow up communications to potential tenants.
- Use up to date knowledge of the local market to negotiate reasonable and fair rents.

### Financial Administration and Compliance

- Liaise with the Finance team to ensure deposits, rental payments and landlord payments are accurate and up to date.
- Ensure all legal documentation relating to properties is up to date, e.g. gas safety certificates and EPC's.

# About the role

## Accountabilities, Responsibilities, Duties continued.

### Customer Service

- Provide a first point of contact for tenant enquiries.
- Register tenant details and match them to available and suitable properties.
- Support students to understand their needs and try to meet them as far as reasonably possible.
- Negotiate tenancies to support both the needs of tenants and Landlords.
- Log and support maintenance enquiries.
- Log and support rent enquiries.
- Maintain a clean, tidy and inviting office space.

### Inventories and Inspections

- Carry out inventories and inspections as required, ensuring information is recorded and uploaded accurately.
- Ensure properties have completed check in/check out inventories as required.
- Upload completed inventories and share with landlords and tenants.

### Marketing and Promotion

- Attend University Open Days to support the generation of new business through potential students.
- Liaise with the HSU Marketing team to ensure property details are up to date and accurate.
- Support the HSU Marketing team to have appropriate access to properties to carry out photography/videography as required.





# About you

## Experience

- Experience in lettings and property maintenance coupled with a good understanding of the residential lettings industry.
- Experience of being part of a team working to produce clear results against set targets.

## Skills and abilities

- Excellent customer service skills.
- Proficient in the use of the Microsoft Office suite.
- Strong time management and organisation skills – able to meet deadlines and cope with varying workloads

## Values and behaviour

- A commitment to maintaining confidentiality and acting with diplomacy.
- A commitment to promoting a constructive and co-operative approach to problem solving.
- A commitment to the principles and practices of sustainability.
- A commitment to the principles and practices of equality, diversity, and inclusion.
- An attention to detail and commitment to quality.
- Willingness to undertake training and development to support your role and future goals.
- Willingness to support the wider Union's activities and events e.g. Welcome Festival, Elections and Varsity.
- Willingness to share your skills with colleagues to support peer-to-peer learning in the workplace.

# Role Benefits

## Staff Benefits

- 29 days annual leave, excluding bank holidays.
- An additional day off per year after 1 year's service, to a maximum of 34 days.
- Additional closure days between Christmas and New Year.
- A day off for your birthday.

## Pension

- Employee contribution: 6%
- Employer contribution: 6%

## Additional benefits

- Access to Employee Assistance Programme.
- 1 paid for professional membership per year (where relevant to the role).
- Staff away days.
- Mental Health First Aid support.
- 3 days of paid family leave in addition to statutory time off.
- Enhances statutory leave.
- Ongoing support for personal and professional development.

### Imposter Syndrome?

Imposter syndrome is the overwhelming feeling that you don't deserve your success. It can convince us that we are not as intelligent, creative, or talented as we may seem. It often strikes when applying for a job, and it has long been thought to disproportionately affect marginalised groups. If you recognise feelings of imposter syndrome when applying for a role, you'll find useful tips to help overcome it [here](#).

# Next Steps

Please ensure you have read the full Recruitment Pack before applying. Please complete the online application form, linked below. You will be asked to answer the following questions related to the role:

1. Describe how you have prioritised and balanced multiple tasks in a fast-paced environment?
2. HudLets serves a diverse student body. How would you ensure every student feels heard and valued, even when handling challenging queries?
3. As part of the HudLets team, you'll interact with a range of different stakeholders. Please tell us how you would you create a warm and approachable environment for potential student and landlord clients.

Please respond to the questions with a maximum of **400** words. You may wish to prepare your answers to the questions on the form in a separate document, to avoid losing your responses before you submit them.

**The closing date for applications is**

**Midnight on Sunday the 6th of July 2025**

Please reserve the following date in your diary when you apply: **Interviews at Huddersfield Students Union on Tuesday the 15th of July 2025**

If you have any queries or would like to arrange an initial, informal discussion about the role please contact our HR team by emailing [su.jobs@hud.ac.uk](mailto:su.jobs@hud.ac.uk)





# We look forward to hearing from you

## Guaranteed Interview Scheme

We recognise that some candidates from typically marginalised backgrounds will have faced additional barriers throughout their careers. We also recognise that people from Black, Asian and minoritised-ethnic groups are under-represented within HSU.

Candidates identifying as BAME that wish to be considered as part of our guaranteed interview scheme will be guaranteed a first stage interview if they meet 80% of the criteria set out in the 'about you' section above.

## Our commitment to inclusion

HSU is committed to creating an organisation in which all members and employees are respected, discrimination is not tolerated, and diversity is encouraged. We are committed to creating an environment where individuals can bring their lived experiences, made up of the unique influences that shape who they are today.

We celebrate difference, and welcome applications from all candidates. We particularly welcome applications from Black, Asian and minoritised ethnic groups, as we recognise that they are underrepresented within HSU.



We are proud to be associated with the following initiatives, organisations and accreditations



Huddersfield Students' Union, Queensgate, Huddersfield, HD1 3DH