Accommodation and Bookings Co-ordinator

October 2019
Requirement

St John’s College is looking to appoint an Accommodation and Bookings Co-ordinator to join the Accommodation and Bookings team on a full time basis.

St John’s College

St. John’s College was founded in 1511 by Lady Margaret Beaufort, the mother of King Henry VII. It is one of the largest of the University colleges and has some 530 undergraduate and 320 post-graduate students, and around 160 Fellows in a very wide range of academic disciplines. The charitable purposes of the College are the advancement of education, religion, learning and research. The College is currently able to accommodate all its students in College and nearby hostels and houses. All Fellows have a study in College and some are fully resident in College. Additionally, the College employs some 250 Assistant Staff. The College is a highly international community with approximately 15% of its undergraduates and 55% of its graduates coming from overseas.

Further information on the College can be found on the College website www.joh.cam.ac.uk

College Aims: The College’s statutory aims are the promotion of education, religion, learning and research.

Department Aims: the Domestic Bursar’s Department is a very busy environment, dealing with the general day-to-day administration of the College which covers a wide spectrum of issues including overseeing all aspects of accommodation.

Sub-Department Aims: To provide a simple, timely and effective accommodation and bookings service, delivered by an enthusiastic, organised, and customer focused team, whilst ensuring maximum occupancy and fulfilling appropriate income generation.

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Principal Responsibilities and Duties

Job title: Accommodation and Bookings Co-ordinator

Department: Accommodation and Bookings

Responsible to: Accommodation and Bookings Manager

Job Purpose: The post holder is responsible for assisting the Accommodation and Bookings Manager in the co-ordination and administration of the booking of guest rooms and College rooms at St John’s College. This includes being the first point of contact for the day-to-day bookings and administration of the College guest rooms; assisting with the summer bedroom allocation for conference bookings during the long vacation period; co-ordinating the student room allocation process and providing administrative support for various accommodation processes within the department. The post holder will also assist with the implementation and improvement of best practice policies and procedures including key system implementation and improvement projects.
Principal Accountabilities (Responsibilities):

1) The postholder will provide an effective administration system for the use of the College guest rooms (senior and junior) in accordance with College policy:

- deal with requests written and verbal from College staff, senior and junior members and alumni; making maximum use of vacant rooms
- allocating rooms accordingly and notify relevant departments to ensure rooms are prepared and charged for
- preparing invoices where guests are required to pay on arrival and maintaining and recording this information, liaising with the Finance department accordingly
- ensuring applications are presented to the President or the College Council for approval of any Fellows’ visitors staying in excess of 3 consecutive nights
- liaising with colleagues from other Universities who have reciprocal accommodation arrangements
- providing utilisation reports to monitor usage of the guest rooms
- allocating rooms for school visits and exchanges as well as co-ordinating the interview candidate rooms during the admissions round in December

2) In order to co-ordinate the Summer Bedroom Plan for the long vacation period the postholder will:

- assist with the College room bookings during the long vacation period for conferences, ensuring that all relating queries are dealt with in an effective and timely manner
- liaise with the Housekeeping, Porters, Catering and Conference and other relevant departments to ensure that all accommodation bookings for the long vacation are managed effectively and efficiently
- liaise with the Finance department to arrange for the appropriate monetary transfers between departments when the room bookings are at College expense

3) Assist with tasks relating to the accommodation allocation process for the academic year and any relating queries:

- assist the Accommodation and Bookings Manager with the student room ballot process as required, liaising efficiently with Tutorial staff and providing information to students arising from the allocation process and dealing with relating enquiries
- assist with the allocation of accommodation to Fellows and academic visitors as required, ensuring that all systems are maintained efficiently and accurately
- produce and maintain property brochures for the furnished let properties (furnished flats/houses)
- assist the Accommodation and Bookings Manager with collating and maintaining key information on College rooms and properties to enable the department to have access to all key accommodation information and to share this information effectively and efficiently.

4) Co-ordinate and resolve Accommodation and Bookings office queries with exceptional customer service

- deal with all requests via email (three shared departmental inboxes), telephone and face to face, in a friendly, timely and efficient manner
- co-ordinate with the relevant team member and support department in a clear and consistent manner to ensure each matter is dealt with effectively
- follow up on any issues to ensure that the Customer feels that they have received an excellent service
5) **Assist the A&B Manager with systems improvements, upgrades and implementation**

- assist the Accommodation and Bookings Manager with the Kx system upgrades, including the defining of user requirements, participating in user acceptance testing, and any tasks related to the implementing of the system and maintaining/improving it going forward.
- assist with the improvement of system related policies and procedures
- monitor processes and systems for consistency and accuracy, removing duplicate entries when necessary; setting up new users and setting up access rights for departments

6) **Assist the A&B Manager with creating and implementing best practice, policies and procedures**

- suggest improvements to existing accommodation and bookings processes and procedures
- assist the Accommodation and Bookings Manager with defining and creating process/guidance notes for the accommodation and bookings processes and procedures
- assist the Accommodation and Bookings Manager with communicating any changed or new processes/procedures to departments accordingly

7) **Provide cover for the Accommodation and Bookings team when necessary**

The list includes the principal accountabilities of the role but is not exhaustive. Other relevant duties may be delegated by the Accommodation and Bookings Manager from time to time.

**Person Specification**

Set out below are the qualifications, experience, skills and knowledge that are minimum essential requirements for the role or are desirable additional attributes.

**Qualifications, Knowledge and Experience:**

- Educated to A level standard or equivalent level of experience
- Ability to meet tight deadlines and manage a high volume of emails/booking requests
- Excellent administrative skills – fully conversant with Microsoft Word, Excel and able to learn other IT software packages and databases, such as Kx, used for room management and facilities allocation
- Previous experience in an administrative/secretarial role and experience of working with people at all levels
- Previous experience in a busy administrative role and working with people at all levels
- Experience in a similar role would be advantageous

**Skills, Abilities and Competencies:**

- A customer service ethos which means taking responsibility for resolving customer issues promptly, effectively and exceeding their expectations
- Hard working and thorough to make sure the job is done properly
- Excellent communication skills – both written and oral – are essential as the post involves working with a wide spectrum of people both from inside and outside the College,
- Ability to work to deadlines and on own initiative to demonstrate self-motivation and work with very limited supervision
- Ability to prioritise tasks to meet a variety of deadlines and to react to changing situations
- Proven organisational skills
• An enthusiastic, flexible, professional and adaptable attitude towards work and the ability to establish and maintain effective working relationships with immediate colleagues, members of College at all levels and members of the public

Terms and Conditions

Length of post: Permanent
Salary: The salary for the post will be between £23,928.58 - £26,671.56 p.a. (depending on experience)
Hours of work: 36.25 hours per week
Location: The role is based in Cambridge

Contractual benefits include:

• Membership of a contributory pension scheme after a qualifying period
• Additional Christmas salary payment
• Annual leave of 36 working days (inclusive of Bank Holidays)

Other benefits include:

• Free lunch in the College’s Buttery Dining Room (subject to a monetary limit)
• Access to a ‘cash plan’ healthcare scheme currently provided by Simplyhealth which provides some financial assistance towards the cost of everyday health expenses such as sight tests or dental check-ups after a qualifying period
• Free car parking close to the College (subject to availability)
• Free use of an on-site Gym
• Free life cover

The appointment will be subject to an initial probationary period of six months during which the appointment may be terminated by one week’s notice on either side. Following the successful completion of the probationary period, the period of notice is one month on either side.

Recruitment Process

Please include in your application:

• A completed application form;
• A brief covering letter summarising why you believe yourself to be suitable for the role and why the role appeals to you;
• A full c.v.

Applications should be sent:

by email to: recruitment@joh.cam.ac.uk
or by post to: HR Department, St John’s College, Cambridge, CB2 1TP

to arrive no later than 12 noon on Friday 18 October 2019. Interviews are expected to be held on Thursday 24 October 2019.

In applying for this role, you will provide personal data which the College will process in accordance with its data protection obligations and its Data Protection Policy. Please see attached for a copy of our Data Protection Statement for further information about how we process your personal data.