Further particulars for the post of
Accommodation and Bookings Manager
(Maternity Cover)
Requirement

St John’s College wishes to appoint an Accommodation and Bookings Manager on a fixed term basis.

St John’s College

St John’s College was founded in 1511 and is one of the largest of the colleges in the University of Cambridge. It is a registered charity established for the advancement of education, religion, learning and research. The College is made up of academic Fellows, staff and both undergraduate and graduate students and is a very diverse, partially residential community with many members from overseas.

The College provides accommodation to approximately 850 resident students (undergraduate and postgraduate) and to approximately 150 residential and non-residential Fellows. In addition, there is a limited supply of guest bedrooms for students’ and Fellows’ visitors. The accommodation varies from rooms within the Grade 1-2* listed buildings on the historic main site, to those in nearby College hostels (shared houses) and furnished flats/houses in Cambridge.

Working with the Domestic Bursar, the Accommodation and Bookings Department is responsible for the optimisation of the use of accommodation in College in line with the strategy set by the College Council. Specifically, the Department is responsible for the administration associated with all allocation and management of both residential and non-residential accommodation within the College portfolio. This involves working to maximise customer satisfaction and the utilisation of space through effective supply and demand management. As part of this, the Department also manages bookings for events and meeting rooms for both College members and external customers.

In 2017, an Estates Masterplan was prepared by the College which identified the opportunity to optimise the use of the main college site through new development. The Masterplan has since been further developed to create a ten year high level implementation plan. This has implications for future student accommodation and facilities and the Accommodation and Bookings Manager will have a role in informing these decisions.

The Accommodation and Bookings Manager sits within the Domestic Bursar’s Department. This Department collectively manages and oversees the College’s operational estate and the provision of a wide range of services and facilities.

The Accommodation and Bookings Department comprises of 3 full time posts (Accommodation and Bookings Manager and 2 x Accommodation and Bookings Co-ordinators).

This post is fixed-term until 29 August 2022 or the return of the post holder, whichever is the earlier.

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 advancement of education, religion, learning and research.

Job Title: Accommodation and Bookings (Fixed term, Maternity cover)

Department: Accommodation and Bookings

Post Responsible To: Domestic Bursar
**Job Purpose:** To manage the allocation of all College, hostel and furnished let residential accommodation to students, Fellows and visitors, and oversee all public rooms bookings so that College accommodation and public rooms are effectively utilised, both in and out of term. In addition, this role holder will develop and improve the related systems and processes to provide an efficient and effective service and enable forward planning for optimum utilisation.

**Principal Accountabilities (Responsibilities):**

**Manage the Allocation of College Accommodation**

Manage the efficient and effective allocation of rooms across College, working with the other key stakeholders and Departments as required and ensuring the appropriate prioritisation and processes are in place to deliver the College purpose and maximise utilisation of the available space. Where required, ensure that the relevant external regulatory requirements are met and any financial information required for the raising of invoices and internal transfers is provided to the Finance department in a timely manner.

This key areas of responsibility are as follows:

i) **Student Accommodation**

Manage the allocation of rooms in College, Hostels and furnished let properties for academic year 2022/23, taking into account any special needs identified by students and updating the process and systems as required. This involves close liaison with the Senior Tutor’s Department, including Admissions and the Postgraduate Office, preparation of clear communications to the students and alignment with the operational Departments responsible for ensuring the rooms are effectively prepared for occupation. Work with Finance to ensure accurate invoices are issued.

ii) **Fellows’ Rooms**

Liaise closely with the President on the allocation of Fellows’ rooms for both residential and non-residential Fellows’ accommodation. Assess supply and demand for 2022/23 and support the President in making recommendations to the Fellows’ Rooms Committee.

iii) **Public Rooms**

Manage the bookings of the 17 College public rooms to ensure that College needs are met, the spaces are used effectively and efficiently and all the required facilities are in place for customers. Liaise with Catering and Finance to ensure that bookings are effectively co-ordinated with any catering requirements and the appropriate invoices are raised.

iv) **Guest Rooms**

Manage the Junior (12 rooms) and Senior (5 rooms) guest rooms of the College, bookable by Students and Fellows for their visitors, ensuring that the demands for regular College events (alumni dinners, interview attendees etc.) are prioritised appropriately throughout the year. Ensure that the financial information required for the raising of invoices and internal transfers is provided to the Finance department in a timely manner.
v) Long Vacation/B&B Accommodation

During the long vacation period (end June – mid September) and the interview period (December) when rooms on the main College site are used for visitors, manage the identification of rooms (B&B, conference rooms, interview candidate rooms), ensuring that allocations are made effectively and efficiently and the relevant departments are updated with the bookings on a timely basis.

vi) Gardens

Manage the garden party bookings which occur in May/June to ensure that all requests are dealt with effectively, the necessary Departments providing facilities are aware of demand and the appropriate College permissions are sought and rules followed.

Assist in developing and implementing the future accommodation plans for the College

Assist in the on-going work to develop a 5-7 year accommodation plan incorporating the climate change related hostel refurbishment proposals and alignment with on-going regular maintenance plans.

Support the temporary accommodation moves associated with the College Community Hub project and other major projects

Work with the Community Hub team to manage the Fellows, students, and public room moves relating to the completion of the construction of the Community Hub refurbishment in 2nd and 3rd Court (scheduled July 2021 – August 2022). All moves are planned to take place for the start of the academic year 2022/23.

Leadership and Management of the Accommodation and Bookings team

Lead, develop and manage the Accommodation and Bookings team to ensure continuous improvement and high quality, effective and efficient management of the College accommodation as set out above.

Manage the on-going improvement in the systems and processes of the Department

a) Work is in progress to create a comprehensive property database using SharePoint which will provide the up to date property information in one place that can be available to all stakeholders. This will allow for ease of access and increased efficiency and is due for completion in January 2022. The role-holder will continue to work with the IT Department to build and populate the site and to liaise with the Maintenance and Housekeeping department to ensure that the information is kept up to date.

b) Kx is the key property system used to document room allocation and rents. The role-holder will continue to work to improve the Kx related processes, liaising with key stakeholders and co-ordinating the Kx Working Group to deliver the identified improvement projects and tasks to ensure that the system is utilised effectively.

c) Update Kx for the academic year 2022/23 with the full set of rents and room stock for the academic year, ensuring the upkeep and accuracy of Kx throughout the year.
Manage the Department Income and Budget
The College accommodation generates an income of over £5m. The role holder will work to optimise this income through effective supply and demand management and the maintenance of accurate records and systems. With the support of Finance, the role holder will formulate, agree and manage the Departmental budget accordingly.

Reporting
Maintain and optimise records relating to the administration of accommodation within College and provide data where required for external surveys, ANUK returns and freedom of information requests. Continue the current work to improve the reporting processes and systems to create a more complete and regular set of standard management information, including vacancy rates, usage information and financial data.

Contribution to the wider life of the College
Participate in the wider life of the College and represent the College externally. For example, this may include:

- Liaison with external students and other customers enquiring about the use of College rooms for events
- Updating the College website and bulletin with key information relating to changes in key processes
- Attending cross-Collegiate meetings (e.g. Accommodation Manager meetings, Kx working groups) to represent the College
- Providing support to the student May Ball Committee on matters relating to use of the public rooms and guest rooms

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

Qualifications, Knowledge and Experience:

- Previous work experience (preferably within a University or College environment) in customer facing role, dealing with people at all levels
- Ideally, experience in working in property and/or event management and knowledge of the regulations associated with managing student and other residential property
- The ability to learn bespoke databases and IT packages as required. Experience of Kinetic Solutions Event and Room Management is desirable.
- Experience of successfully leading, developing and managing a small administrative team
- Experience in planning and managing projects and programmes of work, ideally including management of a significant budget
- An understanding of and sympathy with the opportunities and challenges associated with working in an educational, residential setting.
Skills, Abilities and Competencies:

- Leadership and team management with the ability to win trust from College staff, Fellows and management
- Strong interpersonal and communication skills (both written and oral) – ability to talk to everyone from staff, students and Fellows
- Strong IT (including intermediate in MS Excel) skills (understanding of the Kinetics system desirable)
- Financially literate with good budgeting skills
- Basic experience of the design and implementation of improvements to business systems, processes and policies
- Ability to learn quickly on the job and multitask
- Drive to make a difference together with basic project management and planning skills
- A team player, able to work with and support other Departments across the College
- Ability to represent the College on relevant cross-College Committees and Groups
- An interest in and sympathy with the aims of the College

Terms and Conditions

Length of post: Fixed term – 12 months
Salary: The salary for the post will be between £29,259 - £32,931 p.a. (depending on experience) plus benefits
Hours of work: 29 hours per week
Location: The role is based in the College, and presence on site is required (subject to Covid-19 regulations and the College’s Covid-19 management plan).

Contractual benefits include:

- Membership of a defined 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 nine months during which the appointment may be terminated by three months’ notice 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 **9.00 am on Friday 9 July 2021.** Interviews are expected to take place the following week.

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.