

JOB DESCRIPTION

Job Title: Head of the Accommodation Office

Reports to: Junior Bursar

Responsible for: Assistant Accommodation & Conference Co-Ordinator
Accommodation Assistants

Job Purpose:

The Head of Accommodation at Trinity College, Cambridge, is a pivotal administrative and managerial figure. The role is responsible for managing the allocation and occupation of the College's accommodation for members of the college and external conferences, visitors or guests in order to meet their needs whilst endeavouring to maximise occupancy rates.

Key Accountabilities:

- Responsible for leading and developing the Accommodation Office staff to ensure that the day-to-day work undertaken is conducted in a professional customer service focused and timely manner.
- Responsible for managing the Fellows and Student room ballot procedures to ensure accommodation is allocated in a fair and impartial manner and in compliance with College procedures.
- Responsible for leading and managing the Accommodation budget ensuring the accommodation service is delivered in the most effective and cost-efficient manner and appropriate income is collected for accommodation provided to external conferences and guests.
- Responsible for developing and implementing coherent processes and protocols to facilitate the smooth running of the Department and to undertake regular reviews to ensure it is fit for purpose.
- Working in partnership with Housekeeping, Works, Head Porter, College Accountant to ensure accommodation is maintained to a high standard, at full occupancy and appropriate fees are collected.
- Managing the accommodation requirement for external conferences with sponsors/organisers ensuring the Housekeeping, Works and Catering Departments are aware of customers' requirements.
- Working in partnership with the Tutorial Department to manage students' personal/medical issues that may affect their accommodation and or allocation of rooms.
- Managing the establishment, development and maintenance of software and databases safeguarding the smooth running of systems and ensuring College members have up-to-date and relevant information about accommodation.
- Manage accommodation issues through participating in regular meetings with the Junior Bursar, Housekeeper, Clerk of Works and the College Agent.
- Lead and manage three administrative staff members, including:
 - Supervising daily tasks and workflow
 - Conducting performance appraisal and providing feedback
 - Facilitating training and development opportunities

The College reserves the right to make reasonable changes to the duties and requirements of the job description, which may be necessary to meet the changing needs of the role or to reflect the latest technology or best practice.

PERSON SPECIFICATION

Qualifications	<ul style="list-style-type: none"> • Educated to degree standard or equivalent level of experience.
Skills	<ul style="list-style-type: none"> • Excellent leadership and administrative/organisational skills. • Good computer skills: proficient with the MS Office packages and databases. • Excellent verbal and written communication skills. • Capable of working with minimum supervision. • Ability to influence a range of senior stakeholders and build strong working relationships with them. • Good communicator - effective engagement with team and with a wide range of stakeholders. • Proven organisation skills.
Experience	<ul style="list-style-type: none"> • Previous experience in an administrative/management role. • Experience of leading and managing a team. • Experience of managing a wide range multi stakeholders' group with differing requirements. • Experience of working in an environment of dealing with customer service and resolving complaints. • Experience in facilities management, property management or hospitality sectors. • Experience of working in a historic University/College environment with people of all levels.
Behaviours	<ul style="list-style-type: none"> • Ability to work under pressure to demanding deadlines whilst maintaining a pleasant and approachable manner. • Attention to detail, accuracy and a good memory are essential. • Leadership –leadership role model for staff and others. • Takes responsibility for own actions and visibly supports the senior managers. • Can do attitude – committed to delivering projects to agreed specification. • Customer service ethos - committed to delivering an excellent service to customers. • Teamwork - able to work effectively as part of a team and with other College teams. • Self-motivated, and able to prioritise own workload to meet deadlines and colleagues' expectations alike.

EMPLOYMENT DETAILS

Rate of Pay:	£59,000 per annum.
Hours:	36.25 per week, Monday to Friday.
Probationary Period:	9 months.
Holiday:	25 working days per annum plus 8 public holidays.
Meals:	Free lunch is provided for staff whose duties cover this period when working in College.
Pension scheme:	A pension scheme, which complies with the requirements of the Occupational and Personal Pension Schemes Regulations for auto-enrolment, will be available after three month's service. All staff will become members unless they choose to opt out.
Private Health Care:	Membership of a free health care and a dental care scheme are available. Staff are able to join the schemes after successful completion of their probationary period, subject to eligibility. This is a taxable benefit.
Gym:	Membership of the College gym is available for a modest fee. Inductions are compulsory.
Sports & Social Club:	The Trinity College Staff Sports and Social Club, run by a committee of staff, offer regular outings to places of interest, and organises functions including a Christmas event.
Cycle to work Scheme:	A tax-free benefit allowing you to spread the cost of a new bike, including either a pedal bike or an e-bike, and equipment for it, over 12 months, maximum limits apply after successful completion of their probationary period, subject to certain limitations.
Employee Assistance Programme:	To support staff emotional and physical wellness, we provide free access to an employee assistance scheme, available 24/7. This is a free and confidential telephone and web based information and support service providing staff with access to professional consultants and counsellors.
Childcare:	Access to a workplace nursery, subject to places being available.
College Punts:	Use of College punts at a subsidised rate.