

JOB DESCRIPTION

Job Title: Accommodation Assistant

Department: Accommodation

Reports to: Head of the Accommodation Office

Purpose of role: To support the administrative functions of the Accommodation Office.

Responsibilities:

- Dealing with enquiries received via email, telephone, or in person at the Accommodation Office.
- Assisting with room booking diaries, including making guest and meeting room bookings for Fellows, students and staff in accordance with College Council regulations. Ensuring that all relevant booking forms are completed and that correct invoices are issued. Liaising with the Housekeeping Department regarding room availability for College visitors and conference guests.
- Supporting the allocation of rooms to students and Fellows and ensuring that all Kinetics bookings are accurate and up to date.
- Assisting with all aspects of the start-of-academic-year process.
- Programming University cards to provide appropriate security access for Fellows, students, staff and authorised guests.
- Assisting with access control administration and programming of access cards.
- Managing the bicycle registration database. Issuing registration labels and allocating bicycle parking spaces to Fellows, students and staff.
- Supporting the accommodation requirements for College outreach events, annual gatherings, and internal conferences.
- Performing other administrative duties as required.

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

Experience and knowledge	• Previous administrative experience • Advanced knowledge of Microsoft Office, particularly Excel and Outlook • Experience of working in a customer-focused and busy office environment • Previous experience using SharePoint and Kinetics • Knowledge of GDPR legislation • Knowledge of the Cambridge Collegiate system.
Skills and personal attributes	• Strong written and verbal communication skills • Excellent interpersonal skills • Ability to handle matters with tact, discretion, and confidentiality • Ability to work both independently and as part of a team • Excellent time management and organisational skills • Proactive and positive attitude

EMPLOYMENT DETAILS

Rate of Pay:	£29,276 per annum.
Hours:	36.25 hours per week.
Contract type:	Permanent.
Probationary period:	6 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:	The College provides free health care currently through membership of Bupa. Membership of a dental care scheme is also available. Staff are able to join the schemes after successful completion of their probationary period, subject to certain limitations. 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.
Childcare:	Access to a workplace nursery, subject to places being available.
Access to College:	The College is unable to provide parking on site. Access to and parking in the City Centre is becoming increasingly difficult. The City Council has provided several Park and Ride sites around the city outskirts, with regular bus services. Many members of staff cycle to work and the College may be able to provide covered cycle parking.