

Accommodation and Events Assistant

Job Description

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| Department: | Catering and Conference Department |
| Responsible to: | Catering and Conference Director |
| Hours of work: | 37.5 per week (full time) |
| Duration: | Fixed term for 12 months (until January 2024) |
| Salary: | £22,000 - £23,500 FTE (depending on skills and experience) |

St Catharine's College

St Catharine's College, founded in 1473, is situated in the middle of Cambridge. The College is a centre of excellence, flourishing in sport, music and the arts. St Catharine's is led by the Master, Professor Sir Mark Welland, and has some 70 Fellows, 430 undergraduate and 200 graduate students.

The role

The Accommodation and Events Assistant will support the Accommodation & Events Coordinator in the administration and management of College's accommodation and conference service, for both our students and external guests.

Primary Responsibilities - Accommodation

- Provide first point of contact for housing issues and enquiries, responding promptly (within 48 working hours).
- Assist with the processing of applications for accommodation ensuring that the service is inclusive with proactive attention to the needs of tenants / users with disabilities.
- Manage data entry of all undergraduate and graduate accommodation using the electronic database (Kinetics).
- Assist with the response of tenancy reference requests within the agreed time frame
- In conjunction with others in the Accommodation, Conference and Events team, allocate accommodation to guests / conferences.
- Communicate regularly with students regarding key dates by which they need to respond to College regarding their accommodation needs.
- Provide assistance to the Accommodation & Events Coordinator to ensure that scheduled refurbishments and works are communicated to those affected, in line with ANUK standards, and that disruption to students is minimised.
- Support the Accommodation & Events Coordinator with the recording of room band information, contract dates and types, to be able to share with Finance in order to accurately calculate individual termly bills.
- Establish effective working relationships with student representatives from JCR and MCR.
- Support the Accommodation & Events Coordinator to ensure that the accommodation is managed in line with the ANUK Code of Practice.
- Action requests for Junior and Senior guest rooms.
- Sending of occupancy agreements ensuring individuals information (room, address, dates and residence charge) is detailed accurately.
- Complete ANUK training and organise training for relevant departments to complete.

Primary Responsibilities - Events

- Provide a professional, courteous and efficient reception service for the College conference and events activity dealing with telephone and e-mail enquiries.
- Assist with the processing of conference bookings, including the input of event details on the electronic database (Kinetics).
- Liaise with house porters to make sure meeting rooms are set up as required.
- Assist in communicating relevant information (including last minute alterations) to all domestic departments, ensuring that the information is sufficiently detailed, accurate and prompt.
- Assist in co-ordination and delivery of conference activities to ensure that all clients' requirements are successfully met.
- Take photographs of the College, events and room set up's to be used on the College's Conference website and on its social media pages.
- Update media screens and produce event signs, menus, table plans and place cards for conferences and events.
- Be prepared to go on any relevant training courses and to undertake such other duties as from time to time may be reasonably expected.

This is not an exhaustive list of duties and the post-holder may be required to undertake different tasks and other related duties as required. They may, on occasion, be asked to attend events in College in the evening and at weekends for which time off in lieu will be given

Person Specification

Knowledge and experience/desirable & essentials:

- Knowledge, experience or the aptitude to use room booking systems, ideally Kinetic Solutions (essential)
- A high level of computer literacy and IT skills regarding common Microsoft platforms and applications (essential).
- Experience of working within the conference and events or student accommodation field (desirable).
- Experience of the collegiate environment/experience in a hotel or similar environment (desirable).

Personal skills and abilities:

- An enthusiasm for and enjoyment in working with a variety of colleagues.
- Willingness to work flexibly.
- Self-motivated, adaptable, enthusiastic and positive approach.
- Ability to work to a high level of accuracy and with independence within the framework of the agreed accommodation policies of the College and University.
- High standard of customer service.
- Strong communication and coordination skills, both written and verbal to enable high quality communications within St Catharine's and with outside organisations.

Health and Safety

All staff must adopt a responsible attitude towards health and safety and to comply with any procedures as required by the College in order to ensure the health and safety of themselves, their colleagues and any other persons that may be affected by their actions. They must be prepared to undertake any training provided in relation to health and safety or which is identified as necessary in relation to their work.

Special Conditions of Service

- The core hours of work for this role are 8am - 4pm on week 1 and 9am to 5pm on week 2. Overall working hours are 37.5 per week with an hour's unpaid lunch break each working day.
- Holiday is to be taken by agreement with the line manager having regard for busy periods, with respect to both the College and Conference and Events Office calendar.
- Occasional weekend / bank holiday cover may be required, to be compensated for via alternative days off, in agreement with line manager.