Front of House Administrator
Directorate of Estates & Campus Services

Closing date: 7 November 2017
Interview date: 27 November 2017
Vacancy reference: 6138
INTRODUCTION

The Front of House Administrator works as part of the Space Management Team to provide a high quality service to students and staff. They provide a full information service and are the first point of contact for general enquiries. Team members are also responsible for carrying out a range of administrative tasks to ensure the smooth running of the wider team.

Depending on the specific area of responsibility allocated, the purpose of the role will include:

- To provide a reception service for Space Management – in particular handling all first-line enquiries relating to Space – Accommodation and Learning Spaces, including via email, telephone, face-to-face and live chat.

- To have responsibility for the maintenance of the ad hoc room bookings function throughout the year.

- To maximise the utilisation of limited space resources and ensure the accurate recording of room bookings.

- To provide administrative support for the various sections of the Space Management Team.

The Front of House Team operates from 08:00am – 08:00pm Monday to Friday and between 11:30 – 06:00pm Saturday and Sunday. Team members currently work on a rota basis covering one evening per week and one weekend in every 4 (both Saturday and Sunday).

Stephen Talboys,
Director of Estates and Campus Services
Main purpose of the role

To provide a full information service and be the first point of contact for general enquires for the Space Management Team.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

- Provide an expert resource for staff, students and parents who require help with Space Management Services
- Handle all ad hoc room bookings via our self-service system
- Act as the first point of contact for general enquiries. These may be via email, telephone, live chat or in person.
- Provide administrative support to the Space Management Team
- Use a variety of systems to assist with all aspects of the process for accommodation room offers, acceptances, transfers and withdrawals
- Take and process accommodation payments
- Assist with maintaining the Space Management website
- Maintain appropriate procedures and systems to manage the flow of enquiries

Flexibility in working hours, including regular weekend working, is required in order to maintain an excellent customer service provision. Holidays are restricted at the busiest times of the year.

The above list of duties is not exhaustive and is subject to change. The postholder may be required to undertake others duties within the scope and grading of the post.
# PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>5 GCSEs or equivalent, including English and Mathematics</td>
<td>Essential</td>
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## Knowledge

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<thead>
<tr>
<th>Knowledge</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>An awareness of the student journey (in to and through Higher Education)</td>
<td>Desirable</td>
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<tr>
<td>Knowledge of meeting or accommodation room bookings</td>
<td>Desirable</td>
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<tr>
<td>Knowledge of the academic and geographical structure of The University of York</td>
<td>Desirable</td>
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<tr>
<td>Understanding of the particular needs of people from different nationalities and backgrounds and those with disabilities or health difficulties.</td>
<td>Desirable</td>
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## Skills, abilities and competencies

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<thead>
<tr>
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<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Fluent in the use of word, excel, email and web-based applications.</td>
<td>Essential</td>
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<tr>
<td>The ability to communicate effectively with a variety of people, face to face, over the telephone and in writing.</td>
<td>Essential</td>
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<tr>
<td>An organised and methodical approach to tasks</td>
<td>Essential</td>
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<tr>
<td>Accuracy and attention to detail</td>
<td>Essential</td>
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<tr>
<td>Ability to work under pressure and to manage own workload</td>
<td>Essential</td>
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## PERSON SPECIFICATION

### Experience

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<th>Essential / Desirable</th>
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<tr>
<td>Experience of working within a busy customer orientated environment</td>
<td>Essential</td>
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<tr>
<td>Experience of working in a busy office</td>
<td>Desirable</td>
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<tr>
<td>Experience of studying or working within an HE environment.</td>
<td>Desirable</td>
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<tr>
<td>Experience of front office or reception or sales/retail type duties</td>
<td>Desirable</td>
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### Personal attributes

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<th>Personal attributes</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ability to adapt to changing priorities, work to deadlines and work under pressure</td>
<td>Essential</td>
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<tr>
<td>A positive and enthusiastic manner</td>
<td>Essential</td>
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<td>Ability to work as a member of a team</td>
<td>Essential</td>
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<tr>
<td>Good social skills and an ability to show tact and diplomacy in dealing with a range of people</td>
<td>Essential</td>
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<tr>
<td>Willingness to be flexible in working hours in order to meet the business need</td>
<td>Essential</td>
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### Additional personal attributes

The Directorate of Estates and Campus Services (DECS) has developed a set of core values that promote dignity and respect for all. All members of DECS are expected to adhere to these values and therefore the following personal attributes are essential. A full copy of our values can be found on our website: [DECS values](#).

<table>
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<th>Additional personal attributes</th>
<th>Essential / Desirable</th>
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<tr>
<td>Be honest, consistent and fair in all dealings with colleagues and be welcoming and inclusive to others.</td>
<td>Essential</td>
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<tr>
<td>Have strong team spirit and pride in your standard of work.</td>
<td>Essential</td>
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<td>Value colleagues and support their commitment to behaviour that is consistent with DECS core values.</td>
<td>Essential</td>
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Our mission within the Directorate of Estates and Campus Services (DECS) is to create an excellent environment in which to live and learn.

Our role is 'to provide services and facilities to the core business of the University and the wider University community'. We monitor service levels, ensuring that we deliver these safely, to a high quality, and in a timely manner to meet the University's operational needs.

DECS is split into 5 main areas of service delivery:

**Estates Operations**: Are responsible for the maintenance of the University's Buildings and Grounds, meeting environmental sustainability objectives including the efficient provision of utility supplies and the management of the University's property portfolio. Estates Operations ensure that the University's Estate meets statutory compliance requirements.

**Estates Development**: Manage new building projects and the refurbishment of existing buildings to meet the needs of the University.

**Facilities Service Delivery**: Provide operational services including cleaning, receptions, mail room services and telephony.

**Space management**: Oversee the allocation of University space through managing the University’s residential accommodation service, learning spaces (timetabling, room bookings and audio visual technology), space audit and planning activity.

**Administration services**: Operate the Facilities Helpdesk and provide services for recruitment, training and general administration in support of the other DECS teams.

The overall service levels are monitored by our Facilities Managers who provide the link between DECS service providers and University Departments.

DECS is the largest of any of the University Departments and we appreciate that successful service delivery can only be realised through motivated staff. To this aim DECS has developed a set of core values that promote dignity and respect for all. All members of DECS are expected to adhere to these values. A full copy of the values can be found at: DECS Values

Finally DECS is developing a Quality Management System that will promote an environment that encourages continuous improvement. All members of DECS are encouraged to examine the services we deliver and look at ways of making them better and more efficient.
THE UNIVERSITY

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and one of just six post-war universities which appear in the world top 100 (2013-14) and 15th in the Times & Sunday Times league table (2016). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our [Relocation Package](#) and [Welcome Officers](#).

The University aims to offer a nurturing and supportive environment as an employer. Flexible working hours, nursery facilities, childcare vouchers, cycle to work scheme, generous holidays and an attractive pension scheme all make the University of York one of the region’s leading employers.

For further information please visit our [employee benefit pages](#)
The City of York

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles - just a few of the many attractions.

But York isn’t just a great place to visit - it’s also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York.

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 6138
- Complete the online application form

You will need to submit your completed application by midnight (GMT) on 7 November 2017

What will I need?

We will ask you for details of:
- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

Help and assistance

Direct any informal queries to Catherine.browne@york.ac.uk or ian.spriggs@york.ac.uk

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk

+44 (0)1904 324835