Space Administrator x 2
Directorate of Estates & Campus Services

Closing date: 12 July 2018
Interview date: 7 August 2018
Vacancy reference: 6810
INTRODUCTION

The Space and Accommodation team are part of the Directorate of Estates and Campus Services which is the University's largest support department.

Timetabling Services are responsible for building and maintaining the academic timetable for some 23,000 staff and students taught across a suite of 350 spaces. The 13-person strong team provides this service to all academic and professional support departments. Team members are embedded for part of their time in their assigned departments to deliver the best possible service and also to provide specialist advice for programme and module development and timetable design.

Accommodation Services are responsible for managing the 5900 bed spaces on campus. The team consists of an Accommodation Services Manager, Deputy Accommodation Services Manager, two Accommodation coordinators, four Accommodation Administrators and an Accommodation Assistant. In addition to the Space Management Front of House team, they work together to provide a high quality service to students.

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

To work as part of your team to provide a high quality accommodation/timetabling service to students and staff.

All Space & Accommodation colleagues provide cover and support for all team members within the group of services and wider directorate as required.

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

General

• Maintain a good service for all customers; current or potential residents/students, parents, staff and external partners.
• Contribute to the development of office administrative systems, carrying out administrative processes and ensuring controls are in place to ensure accuracy and timeliness
• Apply a good working knowledge of the services’ administrative systems to provide an expert resource to answer queries and resolve problems from students, colleagues and external customers
• Communicate effectively with team members and staff from other departments regarding all aspects of space services
• Provide recommendations and undertake implementation actions within area of expertise and knowledge
• Work flexibly as part of the Space & Accommodation team to support the daily business needs; in order to provide cover and support to the various work areas, staff work as a flexible team with all members gaining sufficient understanding of other roles and processes, to enable the team to deliver its services to a high standard even when working under pressure
• To be flexible with working hours when required, especially at the start of academic terms and between August and October when there is a high volume of work dealing with the new student intake. This will involve weekend working during peak times and to support Open Days and Post Offer Visit Days. Holidays are restricted during key periods

Timetabling

• Contribute to the preparation and construction of the annual teaching timetable using the University’s timetabling software package, including data collection, data entry, scheduling and resolving problems.
• Control and monitoring of changes and additions to the annual teaching timetable
• Analyse, manipulate and interpret information in order to compile detailed summary reports and communications
• Provide customer support for key administrative process (e.g. Timetabling and Room Bookings).
• Deal with more complex enquiries including composing replies by email or letter, referring and liaising with appropriate staff as required and handling face to face enquiries.

Accommodation

• Contribute to the delivery of a residential Accommodation Service through the use of core tools and systems
• Provide expert advice and guidance to team members and University colleagues on accommodation processes and procedures and accommodation contract
• Support day to day operations including responding to email and phone enquiries, student allocations and system configuration
• Develop good working relationships with directorate colleagues and staff across the University and external partners to deliver an excellent residential experience

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

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<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>5 GCSEs at Grade C or above, or equivalent, including English and Maths</td>
<td>Essential</td>
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<tr>
<th>Knowledge</th>
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<tr>
<td>Knowledge of the principal Microsoft Office and GSuite applications, with particular emphasis on spreadsheets.</td>
<td>Essential</td>
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<td>An understanding of the General Data Protection Regulations (GDPR) in the context of handling staff and student data.</td>
<td>Essential</td>
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<td>Knowledge of the timetabling process within higher education.</td>
<td>Desirable</td>
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<td>Knowledge and understanding of systems and processes associated with the student lifecycle, particularly in respect of programme and module structures.</td>
<td>Desirable</td>
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<tr>
<th>Skills, abilities and competencies</th>
<th>Essential / Desirable</th>
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<td>Excellent IT literacy and demonstrable confidence with the use of IT in administrative processes.</td>
<td>Essential</td>
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<td>Ability to communicate effectively with a variety of people - face to face, by telephone or in writing</td>
<td>Essential</td>
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<td>Ability to demonstrate good troubleshooting and problem solving skills</td>
<td>Essential</td>
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<td>Ability to work in a consistently reliable and accurate manner</td>
<td>Essential</td>
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<td>Ability to work independently and as part of a team</td>
<td>Essential</td>
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<td>Ability to remain calm and work accurately under pressure to meet tight deadlines</td>
<td>Essential</td>
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<tr>
<td>Ability to handle challenging enquiries and stressed people sympathetically and in a professional manner</td>
<td>Essential</td>
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PERSON SPECIFICATION

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<th>Personal attributes</th>
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<tbody>
<tr>
<td>Accurate data input skills</td>
<td>Essential</td>
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<td>An organised and methodical approach to tasks</td>
<td>Essential</td>
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<tr>
<td>An understanding of the structure of undergraduate and postgraduate courses</td>
<td>Desirable</td>
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<tr>
<td>A good understanding of the academic and geographical structure of the University of York</td>
<td>Desirable</td>
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<tr>
<td><strong>Experience</strong></td>
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<tr>
<td>Experience of working within a busy customer-orientated office environment, dealing with a high volume of inquiries and working to deadlines</td>
<td>Essential</td>
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<tr>
<td>Experience of using software to manage personal records, accommodation bookings, timetables or room bookings</td>
<td>Essential</td>
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<tr>
<td>Experience of using specialist software to manage student records (e.g. SITS or similar), student accommodation (e.g. KxStudent) or academic timetables (e.g. Syllabus Plus)</td>
<td>Essential</td>
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<td>Experience of working within an higher education environment</td>
<td>Desirable</td>
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<td>Experience of analysing data and presenting summary information in a clear and concise format</td>
<td>Desirable</td>
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<tr>
<td><strong>Personal attributes</strong></td>
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<tr>
<td>Flexible and adaptable outlook and willing to embrace change and improvement</td>
<td>Essential</td>
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<td>Positive, can-do attitude with excellent flair for delivering customer service</td>
<td>Essential</td>
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<tr>
<td>Logical and methodical thinker with a confident and flexible approach to problem solving</td>
<td>Essential</td>
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<tr>
<td>Willing to learn new processes and new technologies and able to implement learning into professional practice with speed and ease</td>
<td>Essential</td>
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<tr>
<td>Excellent interpersonal skills with a proven ability to establish effective working relationships with a wide range of different colleagues</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

- Be honest, consistent and fair in all dealings with colleagues and be welcoming and inclusive to others. Essential
- Have strong team spirit and pride in your standard of work. Essential
- Value colleagues and support their commitment to behaviour that is consistent with DECS core values. Essential
Our mission within the Directorate of Estates and Campus Services (DECS) is to create an excellent environment in which to learn, live and work. 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 three main areas of service delivery, each overseen by a Director:

**Estates Operations**

Are responsible for providing a 'fit for purpose estate', ensuring:

- well-planned operations and maintenance of the University's Buildings and Grounds, whilst meeting environmental sustainability objectives;
- the efficient provision of requisite infrastructure and of utility supplies;
- that the University's Estate meets health, safety and other statutory compliance requirements.
- the effective management of the University’s property portfolio.

**Estates Development**

Leads the sustainable development of the campus:

- setting out the vision, master plan framework, estate strategy and design standards for the campus;
- forms and manages the programme of investment projects, including for new buildings, infrastructure and the refurbishment of existing assets to meet the needs of the University.

**Campus Services**

Oversees a range of critical services to deliver a great experience for students, staff and hosted businesses:

- ensuring the efficient allocation of University space through managing the University's residential accommodation service, learning spaces (timetabling, room bookings and audio visual technology), space audit and space planning activity;
- providing effective facilities services including cleaning, travel and mail room services;
- leading highly-engaging customer relationship teams, through operating a range of receptions, and the Facilities Helpdesk;
- ensuring teams in business systems, marketing and communications, recruitment, training and general administration support the best possible decision making across DECS.

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 2018 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 are ranked 16th in the Times & Sunday Times league table (2017). 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 is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages.
THE CITY AND THE REGION

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 6810
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 12 July 2018

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:

Timetabling: Walter Van Opstal by telephone (01904 324030) or by email (walter.vanopstal@york.ac.uk).

Accommodation: Charley Bayley by telephone (01904 324198) or by email (charley.bayley@york.ac.uk).

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

recruitment@york.ac.uk
+44 (0)1904 324835