Accommodation Administrator

**Department:** Directorate of Technology, Estates & Facilities - (Commercial Services, Accommodation)

**Hours of work:** Full time | 37 hours per week

**Contract type:** Open

**Salary:** £24,285 - £27,131 per year
Introduction

The Directorate of Technology, Estates and Facilities [DTEF] is responsible for ‘providing outstanding work, study, research facilities, and facilities to enhance the student experience, on campus and online’.

Our directorate consists of three sections which are:

**Technology:** IT Infrastructure: Networks, Faculty IT and Security, Systems, Desktop and Print.
Digital: Software, Projects, BA/change management.

Estates Development: Estates Programmes, Projects, and DTEF Engagement.

**Facilities:** Campus Services: Facilities, Admin. & Customers, Accommodation & Room Bookings
Commercial Services: Retail, Catering, Conferences, Nursery, Copy & Print, York Sport, York Science Park Ltd & Guildhall.

This role is part of the Accommodation team within Facilities section of our directorate. The Accommodation Team act as landlord for around 6,700 on-campus bedrooms within eleven college communities and provides a non-residential room booking service for staff and students.

Main purpose of the role

To work as part of the Accommodation team to provide a high quality accommodation and room booking service to students and staff.

Accommodation colleagues provide expert advice and guidance to team members and University colleagues on accommodation and room booking processes and procedures.

Key responsibilities

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

1. **Role Specific Responsibilities**

   - Work flexibly to support the daily business needs.
   - Assist in the delivery of a Residential Accommodation Service and non-residential room booking service through the use of core Space Management tools and systems.
   - Provide expert advice and guidance to team members and University colleagues on accommodation and room booking processes and procedures.
   - Maintain good customer service for all customers; current or potential residents, parents, staff and external partners.
   - Support day to day operations including responding to email, Live Chat, phone enquiries, student allocations and system configuration.
   - Develop relationships and liaise with directorate and staff across the University and external partners.
   - 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.
will involve weekend working during peak times and to support Open Days and Post Offer Visit Days. Holidays are restricted during key periods.

2. University of York Responsibilities for Grade 4

Service and Operational Delivery
● Use initiative to resolve queries that generally have a readily available answer by reference to policy, past experience and/or where some discretion can be applied.
● Share knowledge with colleagues and others to enable effective service or operational delivery.
● Proactively anticipate, explore and respond to customer needs and, when appropriate, propose solutions to resolve service or operational issues.
● Provide guidance and advice to resolve problems and queries for a broad range of customers.
● Make effective use of digital solutions to carry out operational activity and highlight opportunities for further efficiencies.
● Provide effective administrative support to the wider department as required. This may include the coordination of diaries, arranging and servicing meetings, filtering enquiries, drafting and preparation of documentation and organisation of travel and events.

Continuous Improvement
● Contribute to the ongoing improvement, development and implementation of University processes and systems.
● Advise others and make recommendations into work processes and procedures for consideration by senior management to improve services.
● Proactively identify opportunities for building new personal knowledge and skills.

Specialist Contribution
● Act as a more knowledgeable team member to resolve non-standard or complex queries or advise when to escalate.
● Record data and information accurately
● Analyse, manipulate and interpret information/data and use it to produce reports for distribution to key stakeholders in the process or service.
● Carry out basic analysis and research to inform decision making.

Collaboration and Communication
● Work collaboratively, proactively and flexibly with team members to ensure the smooth running of service and operational delivery.
● Collaborate with team members to anticipate and implement service improvements or alterations.
● Proactively and reactively liaise with contacts and participate in networks and communities internally and possibly externally, contributing to effective collaborative working.
● Act as a supportive and encouraging member of a team, including contributing to the training and induction of colleagues or new staff.

Governance and Oversight
● Apply knowledge of procedures and policy to processes; check and reconcile anomalies within data and information.
Monitor and evaluate service delivery to ensure compliance with regulatory and professional procedures and standards.

Monitor data accuracy checks to identify anomalies and ensure the integrity of data and information.

Planning and Organisation

- Plan and organise own workload, including possible project delivery.
- Organise and schedule resources, activities and events.
- Identify priorities and monitor processes and activities to ensure success.
**Person specification**

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<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tr>
<td>Knowledge and understanding of General Data Protection Regulations</td>
<td>Essential</td>
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<td>Proven ability to handle challenging enquiries and stressed people sympathetically and in a professional manner</td>
<td>Essential</td>
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<td>Knowledge of student accommodation issues within higher education</td>
<td>Desirable</td>
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<td>Knowledge of the student journey through Higher Education</td>
<td>Desirable</td>
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**University of York Person Specification for Grade 4**

**Qualifications:**

Level 2 qualification including Maths and English. (Qualifications at this level include five GCSEs at grade A*-C/grade 4-9. Please [view the full list](#). We also welcome applicants with equivalent non-UK qualifications or equivalent professional experience.

**Skills - demonstrates the ability to:**

- Accurately record, analyse, interpret and report information/data
- Use digital technologies including Google applications and/or Microsoft Office
- Communicate effectively in verbal and written formats
- Organise activities and resources

**Behaviours:**

- Works collaboratively with others
- Delivers a quality service
- Develops self and others
- Actively champions respect, inclusivity, equality and diversity
- Identifies and implements continuous improvement

**Additional Personal attributes:**

Our Directorate has developed a set of core values that promote dignity and respect for all. All our staff 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 at: [Our values](#)
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<th>Requirement</th>
<th>Essential</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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<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 our core values</td>
<td>Essential</td>
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