



St Hugh's College, Oxford

St Hugh's College - Job Description

Job title: Accommodation Assistant
Reports to: Accommodation Manager

About St Hugh's College

St Hugh's College

St Hugh's is a constituent College of the University of Oxford and was founded in 1886 by Elizabeth Wordsworth, the great niece of the poet. Using money left to her by her father, a bishop of Lincoln, she named it after one of his twelfth century predecessors, Hugh of Avalon, who was canonised in 1220, and in whose diocese Oxford had been. Elizabeth Wordsworth was a champion of the cause of women's education, and her foundation was intended to enable poorer women to gain an Oxford education. The first male Fellow was elected in 1978, and the first male undergraduates were admitted in 1986.

The College has some 420 undergraduates and around 300 graduates, a fellowship of 75, 30 college lecturers, and a non-academic staff of 90. From its beautiful site in North Oxford, the College promotes a thriving culture of research and intellectual engagement.

St Hugh's is one of the larger Colleges part of Oxford University, and it takes pride in its excellent delivery of high quality food and professional and friendly service.

About the role

To assist with administration of all residential accommodation within College, including B&B stays and fob access management. To assist with monitoring residential occupancy and to take reservations in a friendly and helpful manner, communicating with guests to ensure that their requirements are met during their stay. To monitor and manage room inventories and to assist Accommodation Manager with rental contracts for undergraduates, graduates, Fellows and staff members. To work closely with the College Office in all matters relating to student accommodation.

Key responsibilities:

- To assist with administration of accommodation agreements, file signed agreements and update Kinetics database (full training will be provided)
- The candidate will work closely with students, Fellows, Housekeeping, Maintenance, Lodge and Finance Departments and other members of the College
- To liaise with the College Office following A Level results to assist with allocation of accommodation to incoming students

- To assist with organizing the student ballot.
- Register and file accommodation applications from graduate students.
- To assist Accommodation Manager to ensure that bedrooms are correctly equipped for incoming students, including those who register disability needs.
- To ensure that bedroom inventories are updated at the beginning and end of each term.
- To assist with preparation and distribution of tenancy agreements for all Undergraduate and Graduate students, as well as Fellows living on site.
- To assist with vacation residence applications, sending out all relevant documentation and collating information for the Housekeeping and Estates teams.
- To ensure that the Kinetics Room booking system is updated at all times with room bookings and provisional bookings, to ensure that Fellows, undergraduate, graduate students and guests receive excellent customer service at all times.
- To administer the University Rooms online bed and breakfast system, ensuring maximum occupancy at all times and collate B&B feedback information, preparing and present the report for the Senior Management team.
- To assist with the key fob (Salto) system.
- To assist with purchasing furniture and upholstery under supervision from the Accommodation Manager.
- Answer any enquiries about rooms and availability of accommodation.
- To assist with compilation of the annual electoral register.
- To manage and keep a record of all the accommodation inventory and stock level of furniture.
- To assist with management of the College Gym including arranging inductions and maintenance of equipment.
- To undertake other administrative tasks for the Accommodation office.
- To carry out any other reasonable duties as requested by the Accommodation Manager to ensure a smooth running operation.

Selection Criteria:

Essential

- Be able to work independently in arranging and managing a varied workload, and take personal responsibility for achieving deadlines.
- Work quickly while demonstrating close attention to detail.
- Have experience with computer packages, including Microsoft Word, Excel and Outlook, together with a database package.
- The successful candidate will be confident, determined, a team player, and will demonstrate a positive and flexible approach to work.
- Ability to identify and empathise with the needs of our students, Fellows and external customers in order to deliver a high-quality service.
- Ability to communicate effectively with College members at all levels of seniority.
- Excellent written and verbal communication skills.
- Strong team-player with positive, flexible and approachable attitude.

- Ability to work independently and in a team.

Desirable

- A basic knowledge of Oxford University or an educational establishment is desirable.
- Experience of Kinetics and Salto Key system would be advantageous.

St Hugh's package offers you:

- Grade 3 £18,369 - £20,163 pro rata p.a.
- Part-time, 20 hours per week (0.53 FTE), some evening and weekend work may be required, for which time off in lieu will be given
- Free lunch at all times of the year when College meals are available.
- Pro rata to 38 days holiday per year, which includes public holidays and Christmas closure period
- Oxford Staff Pension Scheme

Personal Documentation

The selected candidate will be required to present documentation demonstrating the Right to Work in the UK.