

Job Description

1. **Job title: Accommodation and Conference Coordinator**
2. **Hours: 37.5**
3. **Salary: £25,194.00 - £28,294 (up to a discretionary range of £31,141 for exceptional candidates)**
4. **Reports to: Accommodation Manager with a dotted line to the Conference & Events Manager**
5. **Direct reports: None**
6. **Job summary:** To assist with administration of all residential accommodation within College, including B&B stays, fob access management and rental contracts for our students, Fellows, staff members and bed & breakfast visitors. To assist with monitoring residential occupancy and to take reservations in a friendly and helpful manner, communicating with guests to ensure that their requirements can be met during their stay.

This role will have shared responsibility to the accommodation office as well as the conference office. Both assisting St Hugh's members with accommodation as well as supporting the conference office with bed & breakfast visitors and other conference/commercial tasks.

You will need strong customer service and excellent organisational skills to deal with a wide range of stakeholders and the ability to effectively communicate with those involved. Primarily this is an office-based role, but will require you to have a hands-on attitude to deal with the variations of tasks and challenges this role brings.

7. **Key relationships:** Students, Fellows, external visitors, Estates, Housekeeping and Finance department
8. **Background**

St Hugh's is one of the constituent colleges of the University of Oxford and is an independent, self-governing institution that is also a registered charity. Founded in 1886 to provide an excellent education to women who were otherwise excluded from the University, St Hugh's is proud of its reputation for being a friendly, inclusive, and progressive community, and is committed to becoming the best employer in the collegiate University. One of the largest colleges in Oxford, there are around 1,000 students, more than 60 Fellows, over 50 lecturers working in a wide range of academic subjects, and a non-academic staff of 120 across all of the College's support and administrative operations.

The College is run by the Governing Body, consisting of the Principal, 48 academic Fellows, and the senior officers of the College such as the Senior Tutor and the Bursar. The members of Governing Body are the Trustees of the charity and have ultimate responsibility for the governance and operations of the College, although much of this is delegated on a day-to-day basis to a number of key committees and officers.

The Accommodation office is responsible for the management of the College's accommodation stock, including the administration of room allocation for our students and fellows and the cleaning of bedrooms, shared facilities and public spaces.

The Conference Office is responsible for providing exceptional customer service to all stakeholders of the Conference Office, both for internal and external events. We make sure that conference activities are maintained to a high standard by delivering a professional, hospitable and efficient service

9. Main Responsibilities

Accommodation Office Responsibilities:

- Act as first point of contact in the accommodation office for students, staff and visitors. Respond to general enquiries interpreting College and external regulations as appropriate.
- To communicate with all other College departments, to ensure the smooth running of the accommodation office.
- To assist with the administration of accommodation agreements, file signed contracts and update the Kinetics booking database (full training will be provided).
- Register and file accommodation applications from graduate students.
- To assist the Accommodation Manager to ensure that bedrooms are correctly equipped for incoming students, including those who register disability needs.
- To manage and keep a record of all the accommodation inventory and stock level of furniture, including making sure the accommodation inventory is updated each term
- To assist with vacation residence applications, sending and collating relevant information
- To administer and update the University Rooms online bed and breakfast system, ensuring maximum occupancy at all times and collating B&B feedback information, preparing and presenting reports for the Senior Management team.
- To assist with the key fob (Salto) system.
- To assist with purchasing furniture and upholstery under the supervision of the Accommodation Manager.
- To assist with management of the College Gym including maintenance of equipment.
- To carry out any other reasonable duties as requested by the Accommodation Manager

Conference Office Responsibilities:

- To assist the Conference Office with general administrative duties, including liaising with commercial clients.
- To assist the Conference team in setting up meeting rooms ensuring standards are maintained.
- Provide a high level of customer service at all times, including handling and resolving enquiries from clients.
- To take bookings in a friendly and helpful manner, communicating with guests, students, staff and fellows to ensure all details are collected and that all requirements can be met.
- To assist the Conference Manager to maximise income generation for the College and ensure that space available for conferences is used to the maximum benefit, taking into account the need to work around the College's core academic purpose.
- Ensure all function sheets are kept up to date and the relevant colleagues across College receive timely information of events.

- To create specific brochures and associated material to present College facilities to different client groups (conference/wedding/B&B), including graphic design and printing.
- Make administrative arrangements for events, including producing menus, table plans and place cards.
- To carry out any other reasonable duties as requested by the Conference and Events Manager.

10. Selection criteria

Essential

- Experience of managing administrative processes and reception or customer facing work;
- Ability to interpret, apply and communicate regulations and procedures;
- Be able to work independently in arranging, managing and prioritising a varied workload, with minimum supervision, taking personal responsibility for achieving deadlines;
- Work quickly while demonstrating excellent eye for detail;
- Excellent computer skills, 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 provide a high level of customer 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.
- Plan and assist in the movement of office furniture when required
- Experience of working on confidential matters; tact and discretion

Desirable

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

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by changing needs and the overall business objectives of the College.

Benefits

- Pension: employment with the College provides enrolment into the Oxford Staff Pension Scheme (OSPS).
- Annual leave: 30 days of annual leave and 8 public holidays per year for full time equivalent staff (8 days of annual leave is reserved to cover the Christmas break when the College is closed).
- Meals: provision of meals free of charge while on duty when the kitchens are open and tea and coffee.
- Health & Wellbeing:

- Employee Assistance Programme – a free confidential telephone helpline with access to face-to-face counselling.
- Free annual flu jab.
- Free eye tests for all staff and a contribution towards new glasses if your prescription has changed.

- Travel Pass Loan: a discounted travel scheme is available with monthly deductions from salary.

- Cycle to Work Scheme/Bike Loan: monthly deductions from salary.

- University Staff Benefits: staff at Oxford can enjoy a wide range of benefits through the University including retail and free visitor access to the University’s colleges, gardens, libraries and museums, and events.

How to Apply

To apply for this role please download, fill out and submit an application form and equal opportunities monitoring form and send alongside a copy of your CV via email to recruitment@st-hughs.ox.ac.uk. References will be taken up for the successful candidate.

Closing date: 25th March 2024

Interviews: It is anticipated that interviews will be held in person at St Hugh’s towards end of the week commencing 8th April.