<table>
<thead>
<tr>
<th><strong>Job Title</strong></th>
<th>Rooms Administrator</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Department</strong></td>
<td>Domestic Operations</td>
</tr>
<tr>
<td><strong>Location</strong></td>
<td>St Edmund’s College, Mount Pleasant, Cambridge CB3 0BN</td>
</tr>
<tr>
<td><strong>Reporting to</strong></td>
<td>Head of Operations</td>
</tr>
<tr>
<td><strong>Length of</strong></td>
<td>Permanent Full Time (Part time considered)</td>
</tr>
<tr>
<td><strong>Appointment</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Probation Period</strong></td>
<td>3 months</td>
</tr>
<tr>
<td><strong>Salary Range</strong></td>
<td>£19,232 - £20,819 (Grade 3)</td>
</tr>
</tbody>
</table>

**Purpose**

- Co-ordinate and fulfil room bookings (conference/teaching rooms and accommodation) and associated queries with exceptional customer service
- Deal with bookings/queries via email, telephone and face to face, in a friendly, timely and efficient manner
- To book rooms to the best advantage of the College
- Co-ordinate with the relevant support departments in a clear and consistent manner to ensure that each booking/query is dealt with effectively
- Ensure that the booking and the event requirements are entered accurately onto the relevant room booking systems either immediately or within 24 hours of receiving the booking (where at all possible)
- Assist in developing, uploading availability and processing B&B room bookings through University Rooms and College booking systems
- Assist the Head of Domestic Operations and Conference Coordinator with defining, creating and updating process/guidance notes for the accommodation and bookings processes and procedures
- Assist with communicating any changed or new processes/procedures to departments accordingly
- Check rooms regularly to make sure the facilities are tidy and clean and to report any broken furniture/damage.
- Suggest improvements to existing accommodation and bookings processes and procedures
- Ensure that Tutorial policies on student accommodation are followed
- Ensure that College policies on room management are followed
- Manage the on-boarding of all Students, Fellows, Senior Members, College Officers and Staff
- Provide cover for the team where necessary
This list includes the principal accountabilities of the role, but is not exhaustive. Other relevant duties may be specified as required.

**Person Specification**

Set out below are the qualifications, experience, skills and knowledge that are minimum essential requirements for the role or are desirable additional attributes.

**Qualifications, Knowledge and Experience:**

- Educated to A level standard or equivalent level of experience
- Ability to meet tight deadlines and manage a high volume of emails/booking requests
- Excellent administrative skills – fully conversant with Microsoft Word and Excel and able to learn other IT software packages and databases, used for room management and facilities allocation
- Proven track record in a busy administrative role and working with people at all levels
- Experience of booking meeting rooms and a knowledge of room set up styles would be advantageous

**Skills, Abilities and Competencies:**

- A customer service ethos which means taking responsibility for resolving customer issues promptly, effectively and exceeding their expectations
- Hard working and thorough to make sure the job is done properly
- Excellent communication skills, both written and oral, are essential as the post involves working with a wide spectrum of people both from inside and outside the College,
- Ability to work to deadlines and on own initiative to demonstrate self-motivation and work with very limited supervision
- Ability to prioritise tasks to meet a variety of deadlines and to react to changing situations
- Proven organisational skills
- Attention to detail
- An enthusiastic, flexible, professional and adaptable attitude towards work and the ability to establish and maintain effective working relationships with immediate colleagues, members of College at all levels and members of the public
- Ability and enthusiasm to grow and develop alongside a developing and busy office team
- Will always do the right thing and put the College first

**Application Process**

To submit an application for this vacancy, please send your CV and a covering letter outlining your reasons for applying for the role to the HR Manager, Jo Pennock on hr@st-edmunds.cam.ac.uk by 5pm on Tuesday 8th May 2018.

Any offer of employment is subject to evidence of your right to work in the UK and the receipt of satisfactory references.
The College

The increased number of postgraduates in the University during the later 1950s led the Regent House of the University to establish four graduate Colleges in 1965; St Edmunds as well as Darwin College, Wolfson College and Clare Hall. St Edmund’s is the only College in Oxford or Cambridge that has a Catholic foundation and Chapel.

The graduate Colleges were permitted to matriculate their own postgraduates and to present them for degrees; this was later extended to mature and affiliated undergraduates. 1965 saw the election of the first four Fellows; others followed in succeeding years. Although laymen had been part of the College’s community from its inception, the years from 1965 saw a sharp increase in their number. In an act of remarkable generosity on 20 March 1973 the Catholic Church through the Association signed away the buildings and the land of the present College to the Master and Fellows.

The College achieved the status of an Approved Foundation on 8 March 1975. The old Association was dissolved on 30 June 1984 and replaced by a new governing body of Fellows and St Edmund’s became a fully autonomous and self-regulating society. Fr John Coventry, SJ, was the last Master in holy orders (1976-85) and was succeeded by Richard Laws, ScD, CBE, FRS (1985-96), but the Catholic foundation continued to be seen in the Archbishop of Westminster, serving as the Visitor, a Catholic priest as the Dean, the Chapel, and the Von Hügel Institute, which fosters academic work on Critical Catholic Enquiry.

Successive Masters and Fellows worked towards full collegiate status, which was approved by the University in 1996. Centenary celebrations brought visits from Cardinal Basil Hume, OSB, Archbishop of Westminster, for a Mass of Thanksgiving on 15 June 1996 and His Royal Highness the Duke of Edinburgh, the Chancellor of the University, for dinner on 25 June 1996. The College petitioned the Privy Council for a Royal Charter, which was granted by the Queen on 22 April 1998 in the Mastership of Professor Sir Brian Heap, ScD, CBE, FRS (1996-2004). The chapel was solemnly blessed by the Rt Rev. Peter Smith, Bishop of East Anglia, on 25 October 2000. The College has committed itself to a major programme of development and improvement. With the development of Mount Pleasant Halls (due to be completed in Michaelmas 2019) it will be able to accommodate 70-80% of its students and is planning to expand its conference offerings too. It has recently invested in its development activities and has a thriving alumni and Fellowship. The ethos of the College is friendly and inclusive, it is a welcoming place for students, staff and fellows alike.