**Job Title:**
Operations Administrator

**Post holder:**

**Reporting To:**
- Operations and Estates Director
- Accommodation Manager
- Operations Administrator

**Main Purpose of Role/Overview:**
The Operations Administrator will provide administrative support to the Accommodation Manager and provide support for College Estates, Conference & Events and Catering teams. The post holder will deliver a consistently high level of service to Fellows, students, staff and external guests/customers of the College.

**Main Responsibilities & Duties:**

1. Ensure all enquiries are responded to and student accommodation records are kept up to date with accuracy and attention to detail. Support the Accommodation office to maintain high standards including undertaking relevant project work as necessary.

2. Assist with allocating student rooms and the issue of occupancy licences for the start of the new academic year. Monitor receipt of signed licences and follow up as appropriate. Administer mid-year student room moves, ensuring all relevant departments are aware.

3. Manage guest room, meeting room and supervision room bookings on request. Ensuring that the relevant booking forms are completed and that the correct invoices are issued.

4. Ensure the Accommodation, Catering, Housekeeping and Maintenance pages of the College website are up to date.

**Standards of Performance / Results:**

1. Prioritise tasks and manage demands to optimise office and business efficiency.

2. Documentation issued promptly and accommodation records kept up to date.

3. Ensure all customer requirements are met satisfactorily and standards exceeded where possible.

4. Regularly monitor and update pages to ensure relevance and to encourage engagement.
5. Liaise with external accommodation providers to ensure information provided is accurate, up to date and timely before student arrival and any mid-term changes are notified. Ensure maintenance requests are managed appropriately and swiftly.

6. Ensure Accommodation Manager is supported during Room ballot period

7. Provide support for allocation of residential conference rooms and associated paperwork, contracts and ensuring guest satisfaction.

8. Respond to all internal and external event enquiries. Work with the Head of Catering and Hospitality and be the first point of contact for relevant queries.

9. Help to build strong, long-term relationships with clients to ensure positive feedback after events and repeat business, as well as identifying new business opportunities.

10. Update event bookings as and when required whilst liaising with conference or event organisers during their stay. This may require some evening or weekend work.

11. Prepare event literature, including signage and WiFi codes and other requirements for events as and when required.

The above is not an exhaustive list of duties. The post-holder may be asked to take on different tasks as required and all employees are expected to work collaboratively to support the overall work of the College.

**Scope/size of role (budgets, people, etc):**

**Significant internal/external relationships:**
Accommodation, Catering and Hospitality Teams, Operations and Estates Director, Maintenance team, Housekeeping team, Bursar and Finance Office, the Porters’ Lodge, Student Office, Students, Fellows, Conference delegates, external partners.