

**JOB DESCRIPTION**

Christ’s College Cambridge

**Job title: Accommodation Reservations Assistant**

**Responsible to**: Accommodation Manager

**Place of work:** Christ’s College, Cambridge and all property owned by the College in and around Cambridge

**Salary:** Point 29 on the University’s single pay spine

**Hours:** Permanent, 25 hours per week

5 hours per day Monday – Friday

**Holidays:** 36 days annual leave (inclusive of public holidays)

**Pension scheme:** The College offers membership of a contributory pension scheme. Subject to age and earnings level, you may be eligible for auto-enrolment into the scheme and you have the right to opt in at any time.

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**Job summary**

This role is to assist the Accommodation Manager with the day to day running of the College’s bed and breakfast operation which take place 3 times a year (Easter, Summer and December). Also offering annual leave cover for the Accommodation Manager.

**Key responsibilities**

* **5 days per week – approx. 5 hours per day Monday to Friday**
* Assisting the Accommodation Manager in the below responsibilities:
* Administering the bed and breakfast bookings that are received from Third Party Internet Sites (such as Booking.com, Expedia and the College’s own site). All year round.
* Checking the TPI sites to confirm arrivals for the next day. Vacation time.
* Updating the records so that the College departments know what bookings are due to come in. Vacation time.
* Updating the TPI sites with availability. All year round.
* Adjusting the College Property Management System (PMS) to accommodate changes in guest bookings. All year round.
* Taking advance payments for guest bookings. All year round.
* Managing the guest room diary – taking bookings via email, updating the online booking site. All year round.
* Providing annual leave cover for the Accommodation Manager – checking emails, providing answers to student queries or directing them to other colleagues.

**General responsibilities**

* To take part in the College’s appraisal scheme and to undertake training as required.
* To be responsible for your own health and safety in the workplace.
* To fully comply with all the College’s policies including equality of opportunity and data protection.
* To undertake any other reasonable request or duties commensurate with your post.

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.

**PERSON SPECIFICATION**

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| **Criteria** | **Essential** | **Desirable** |
| Education/  Qualifications | * Good standard of education including GCSE Maths and English or equivalent | * Educated to level 3 level or equivalent |
| Experience | * Some experience of working in an office environment undertaking administrative tasks * Some experience of working in a customer service environment |  |
| Abilities | * Excellent planning and organisational skills * Excellent IT skills * Excellent customer service skills * Keen attention to detail * Ability to organise and prioritise workload * Ability to work on own initiative as well as part of a team |  |
| Personal attributes | * Flexible approach * Professional and courteous approach * Ability to exercise patience |  |