Job Description

This is an exciting opportunity for an Accommodation Coordinator to join the Hughes Hall team.

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Accommodation Coordinator</th>
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<tbody>
<tr>
<td>Location</td>
<td>Hughes Hall, Cambridge CB1 2EW</td>
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<tr>
<td>Reporting to</td>
<td>Accommodation and Housekeeping Manager</td>
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<tr>
<td>Contract Type</td>
<td>Permanent</td>
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<tr>
<td>Probation Period</td>
<td>Six months</td>
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<tr>
<td>Salary Range</td>
<td>£29,619 – £34,308</td>
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<tr>
<td>Hours of Work</td>
<td>37.5 hours per week (with occasional evening and weekend work for which time in lieu will be given).</td>
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<tr>
<td>Annual Leave</td>
<td>Annual paid leave of 25 days plus public holidays. Adjusted pro rata for part time hours. Annual leave should normally be taken outside Full Term.</td>
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<tr>
<td>Pension Eligibility</td>
<td>The College offers membership of a contributory pension scheme with matched employer contributions up to 8%.</td>
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<tr>
<td>Mental Health Peer Support Programme</td>
<td>All staff members have access to the College’s Mental Health Peer Support Programme, supporting Mind’s Mentally Healthy Universities initiative</td>
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<tr>
<td>Additional Benefits</td>
<td>• Medicash healthcare plan (<a href="https://www.medicash.org/">https://www.medicash.org/</a>)</td>
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<td></td>
<td>• Free lunches on working days</td>
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<td></td>
<td>• Free Life Assurance cover</td>
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<td></td>
<td>• Enhanced sick pay</td>
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<td></td>
<td>• Cycle purchase scheme</td>
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<td></td>
<td>• Annual season ticket loan</td>
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<td></td>
<td>• Free on-site car parking (subject to availability)</td>
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The University of Cambridge’s oldest graduate college, Hughes Hall bears the name of its founding Principal, Elizabeth Phillips Hughes. Established in 1885 as a women-only teaching College, we now accept postgraduate students and mature undergraduates in all areas of
study and research, offering scholarships and bursaries targeted at new and continuing students.

We are one of the most international colleges, bridging the academic and external worlds, with an open and informal atmosphere. A distinctive aspect of college life at Hughes Hall is an egalitarian culture where interaction and engagement between the senior membership and students is open and encouraged; and everyone is allowed to walk on the grass!

A dynamic and progressive College, we have 56 Governing Body Fellows, 219 further Senior Members from all walks of life, 874 full- and part-time postgraduates and 177 mature undergraduates from more than 80 countries. Particularly distinctive is our “Bridge Fellows” programme, which brings a diverse group of outstanding individuals from outside the University into our Fellowship as full members of Governing Body. An oasis of calm and quiet near the busy city centre, we provide a relaxing yet stimulating environment for study and research. Hughes Hall is situated alongside Fenner’s Cricket Ground, just off the cosmopolitan Mill Road.

We are focused on being an intellectual force at the centre of the University, concentrating on translating research into impact and inter-disciplinary collaboration. We have strengths in five subject areas, broadly in the Sciences and Social Sciences, where collaboration between the academic and wider worlds thrives: Physical Sciences, Engineering and Mathematics; Life Sciences; Business and Economics; Education and Social Sciences; and Law. We have world-leaders in each of these fields developing dynamic communities of interest within the College, with a reach far beyond our boundaries.

A determination to change the world for the better is realised through our Bridge initiative which leverages the College’s multidisciplinary perspective, international nature, and external focus to help turn brilliant ideas into lasting change. The Bridge at Hughes Hall helps researchers build relevant skills and enables networking and matchmaking between our academic community and external partners. It is structured around four themes, in various stages of development, through which we aspire to have impact on societies and engage our students: Global Health; The Future of Education; Environment and Energy; and Artificial Intelligence and Big Data. The Bridge also supports our centres: the Centre for Climate Change Engagement, Oracy Cambridge, Cambridge Governance Labs, and the Cambridge Centre for Digital Innovation.

These hubs of academic and professional innovation are having a wide-reaching influence, drawing global attention to Hughes Hall, and are one aspect of a large, vibrant, friendly, and ambitious community dedicated to supporting one another in the pursuit of excellence, using academic learning to bring about real change and growth in the world.

Our website contains further information about our history, people, work, and values.

Job Purpose

Coordinate the efficient allocation, administration and organisation of the college’s accommodation ensuring it meets the needs of Students, Fellows and guests and to achieve optimum room occupancy all year round.
Main Duties and responsibilities

- The Accommodation Coordinator is the primary point of contact for students, Fellows, Staff and visitors and/or guests on all accommodation occupancy related matters.
- The Accommodation Coordinator works closely with a number of people including the Housekeeping & Accommodation Manager, Conferencing, Bursary, Development, Tutorial staff, Assistant Bursar, Senior Tutor, and Bursar for planning and implementing optimum room usage all year round.
- Coordinates the update and maintenance of the College’s room booking system to ensure the process if efficient.
- Deal with queries regarding room allocations, moves, intermissions, licences and tenancy agreements.
- Manage the booking of rooms for guests, and the Bed and Breakfast business and assists Conference with the administrative aspects of room requirements to provide a seamless experience.
- Builds effective working relationships with all internal and external stakeholders
- Contribute to the effective financial management of the College’s accommodation ensuring that Bursary are informed of which students, Fellows, Staff, and where relevant visitors and/or guests need invoicing for accommodation.
- Comply with regulatory standards applicable to accommodation, and to ensure standards of accommodation and processes comply with the requirements of the Accreditation Network UK (ANUK) Code of Practice.
- To Maintain the accommodation web pages to ensure information provided is accurate, helpful and up to date.
- Manage room offer letters, licences and tenancy agreements, and accommodation billing.
- Liaise with the Housekeeping team regarding student rooms moves over the vacations, checking availability and feasibility before confirming with stakeholders.
- Working to manage room bookings exclusively in the college accommodation system, to ensure that all stakeholders can access transparent and accurate information in real time.
- Working in collaboration and openly with multiple stakeholders, including the Tutorial office, housekeeping and conference teams, porters, development office and finance team to ensure physical, organisational and financial aspects of accommodation are well managed.
- Provide cover for colleagues, especially during annual or sick leave. Other general office duties as directed by the Head of Domestic Operations.

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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<tr>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td><strong>Education and Experience</strong></td>
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<tr>
<td>• A good standard of education to A-level or equivalent is essential</td>
<td>• Experience within the university of Cambridge or Cambridge college</td>
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<td>• Good IT skills, with strong knowledge of MS Office, Outlook, Internet Explorer</td>
<td>• Experience with accommodation bookings or systems</td>
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<td>• Experience of working with databases</td>
<td>• Responsive to change and new approaches</td>
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### Skills and Abilities

- Excellent spoken communication skills, person-to-person and by phone
- Excellent written communication skills, by email and letter
- Shows resilience and continues to work to achieving objectives in a professional manner despite pressure or setbacks
- Excellent and professional phone manner and customer relations skills
- Methodical approach to work which is accurate in detail and efficient in time
- Ability to multi-task to a high standard
- Ability to prioritise, with a flexible attitude to own workload
- Ability to work independently on own initiative, as well as collaboratively
- Maintain accurate, up-to-date records using various IT systems
- Handle personal information sensitively and observe confidentiality
- Accept initial and later training as required
- Work under pressure

### General

- Flexible and professional approach to work.
- Strong work ethic
- Sensitivity and flexibility in working with a diverse range of people
- Calmness and patience under pressure
- Friendly and professional demeanour
- Good team worker
- Ability to maintain confidentiality of data
- Available for weekend work and/or out of hours work when required, particularly during conference season
- This role is office based
- A willingness to Co-ordinate annual leave with other office members
- A flexible attitude to work hours is required, including lunch cover during busy periods and occasional Saturday work
- All staff at Hughes Hall are expected to engage in continuing professional development, to comply with the data protection legislation and to comply with college’s Staff Handbook, Health & Safety Policy and all relevant procedures
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**Screening Check Requirements**
The College has a legal responsibility to ensure that all its employees have the legal right to live and work in the UK. Any offer of employment will be subject to the College verifying that you are eligible to work in the UK before you start work.

If you are invited to interview, you will be asked to bring original documents from List A or List B (below) and a copy will be taken; alternatively, if you hold a 'digital immigration status', your Share Code will be required to access this status online.

- **List A:** Documents/statuses which denote an unrestricted and unlimited right to work in the UK
- **List B:** Documents/statuses which denote a temporary and/or restricted right to work in the UK

**Application Process**
To submit an application for this vacancy, please complete the job application form and include a covering letter outlining how you meet the job description and person specification.

You are also encouraged to complete the College’s Equality and Diversity Form. Hughes Hall values diversity and is committed to ensuring equality of opportunity. The College welcomes expressions of interest and applications from candidates from all communities and a diversity of backgrounds.

All documentation should be emailed to hr@hughes.cam.ac.uk.

There is currently no closing date and applicants may be invited for interview at any stage. Interviews will be held at Hughes Hall.

**Data Protection**
Any information given will be processed for employment selection and statistical purposes. To understand how your personal data will be processed during the application process, please see the [Data Protection Statement for Job Applicants](#).

For an informal discussion about the post, please contact Head of Domestic Operations at domestic.operations@hughes.cam.ac.uk. If you have any questions about the application process, please contact the HR Manager on hr@hughes.cam.ac.uk.