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| JOB DESCRIPTION | | |
| **Job title**: Administrator/Project Support | **Accountable to**: Accommodation Services Manager | |
| **Contract length**: Permanent | **Hours per week**: 35 | **Weeks per year**:52 |
| **Salary**: £29,358 - £35,839 per annum | **Grade**: 3 | |
| **Service**: Accommodation Services | **Location**: High Holborn | |
| The position forms an integral part of the central Accommodation Services team which provides the following services to UAL students; receiving and processing applications for UAL halls of residence, issuing contracts for UAL halls of residence, rent collection for UAL halls of residence, providing information and advice on issues relating to student accommodation options, providing information and advice on issues relating to private renting and providing temporary summer accommodation for students and members of the public.  The role will involve dealing with enquiries relating to service provision via emails, telephones, online chats/messaging and other forms of social media and giving presentations at UAL and halls open days both physically and virtually.  The role involves providing administrative support and project management support to the Accommodation Services Manager.  The role will involve delivering an effective and efficient service in line with Accommodation Services processes. | | |
| **What is the purpose of the role**   * To provide excellent customer service to students, clients and business to business * To provide administration and project support to the Accommodation Services Accommodation Services Manager * To assist and support the Accommodation team to provide administration on matters of accommodation to the University’s students, both current and prospective. * To liaise with students/customers using range of communication tools which includes emails, telephone, in person and virtually * To liaise with students/customers using a range of social media tools * To ensure the smooth running of the Accommodation Services central office | | |
| **Duties and Responsibilities**   * To provide excellence in customer focused service to University of the Arts London students and staff * To provide administrative support as directed by Accommodation Services Manager * Undertake PA duties such as minute taking, diary management, organise meetings or events, report writing or production as directed and required the Accommodation Services Manager * To undertake a range of administrative tasks to ensure the smooth running of Accommodation Services central team office and support the delivery of student advice, which will include but not limited to general office duties, updating and revising rotas, templates, minute taking, reprographics, implementing and/or maintaining systems and processes, maintaining management information and stationery. * To provide administrative support in managing Accommodation Services central team suppliers * To provide project support within the department as directed by Accommodation Services Manager * Maintain Accommodation Services Central Process Manual to ensure Accommodation Services polices and processes are reviewed and kept up to date and accessible to the department * Maintain Accommodation Services Central IT systems training manual and ensure it is accessible to the department * Provide diary/administrative support to Accommodation Services Manager * To measure the performances of service, co-ordinate management information and input into service reviews * To have an in depth knowledge administrative knowledge of producing management reports and statistical data analysis. * To manage Accommodation Services enquiries including but not limited to emails and telephone and ensuring an accurate and prompt responses to all enquiries * To provide Accommodation Services help desk cover as required and or as directed by line manager * To give advice on accommodation during periods of extended opening and any other busy periods * To work with staff from other areas of Accommodation Services, Central Finance, Information Technology, Registry, Central Student Services, Recruitment, Language Centre, and other departments of the University, including liaison with members of staff in constituent Colleges, and staff and officers of the Students Union * To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University * To present information to service users and colleagues * To undertake health and safety duties and responsibilities appropriate to the role * To work in accordance with the University’s Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work * To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University’s Planning, Review and Appraisal scheme and staff development opportunities * To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness * To conduct all financial matters associated with the role in accordance with the University’s policies and procedures, as laid down in the Financial Regulations * You may be required to work such additional/different hours as may from time to time be necessary for the proper and efficient discharge of duties which may include evenings, Saturdays, Sundays and bank holidays * You may be required to regularly travel to other sites as necessary   **General**   * To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University * To undertake health and safety duties and responsibilities appropriate to the role * To work in accordance with the University’s Staff Charter and Dignity at Work Policy, promoting equality diversity and inclusion in your work * To personally contribute towards reducing the university’s impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022) * To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University’s Planning, Review and Appraisal scheme and staff development opportunities * To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness * To conduct all financial matters associated with the role in accordance with the University’s policies and procedures, as laid down in the Financial Regulations | | |
| **Key Working Relationships** Accommodation Services Team, UAL staff, external partners and suppliers with whom regular contact is required.  * Accommodation Services Manager, Allocation Coordinator, Central Finance, Accommodation Sales Executive, Accommodation Advisor (Private Sector), Student Services, the International Centre and other departments of the University, liaison with members of staff in constituent colleges, and staff and officers of the Students Union. | | |
| **Specific Management Responsibilities**  Budgets: NIL  Staff: NIL  Other (e.g. accommodation; equipment): NIL | | |

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| **PERSON SPECIFICATION** | |
| Specialist Knowledge/Qualifications | * Has relevant in depth and strong experience in administration and able to work independently and as part of a team (E) * Degree or equivalent qualification (E) * Project management or equivalent experience (D)   Knowledge and relevant experience of Student Accommodation Sector (E) |
| Relevant Experience | * Demonstrative ability of interpersonal skills, with a customer-focussed approach and the ability to maintain confidentiality, acting with tact and diplomacy (E) * Demonstrate ability to build and maintain positive relationships with students, parents, clients and business suppliers (E) * Demonstrative ability of administration skills with ability to co-ordinate effectively and pay attention to detail (E) * Demonstrate ability of devising, implementing and maintaining systems and processes (E) * Demonstrate project management support (E) * Demonstrate ability to document, review and maintain processes (E) * Proficient in Excel Spreadsheets (including formatting), the Microsoft Office Suite, Outlook, social media platforms and PowerPoint (presentation skills), Project management software, Kinetix Solutions, WPM and Agresso Business World, SITS and SAMS (E) |
| Communication Skills | * Communicates effectively orally, in writing and/or using visual media with a range of audiences (E) |
| Leadership and Management | * Sets, clear objectives to manage performance (E) |
| Professional Practice | * Contributes to advancing professional practice/research or scholarly activity in own area of specialism (D) |
| Planning and Managing Resources | * Plans, prioritises and organises work to achieve objectives on time (E) |
| Teamwork | * Works collaboratively in a team and where appropriate across or with different professional groups (E) |
| Creativity, Innovation and Problem Solving | * Uses initiative or creativity to resolve problems (E) |

Please make sure you provide evidence to demonstrate clearly how you meet these criteria, **which are all essential unless marked otherwise**. Shortlisting will be based on your responses.

Last updated: Fri 13th March 2020