

JOB DESCRIPTION	
<b>Job title:</b> ALLOCATIONS ADMINISTRATOR	<b>Accountable to:</b> ACCOMMODATION SERVICES MANAGER
<b>Contract length:</b> Permanent	<b>Hours per week:</b> 35 <b>Weeks per year:</b> 52
<b>Salary:</b> £28,274 - £34,515	<b>Grade:</b> 3
<b>Service:</b> ACCOMMODATION SERVICES	<b>Location:</b> HIGH HOLBORN
<p>The position forms an integral part of the central Accommodation Services team which processes applications, offers and acceptances for UAL halls of residence and provides information and advice on issues relating to accommodation.</p>	
<p><b>What is the purpose of the role</b></p> <ul style="list-style-type: none"> <li>• To provide room allocations support to the Allocations Coordinator throughout the year</li> <li>• To provide office administration</li> <li>• To provide excellent customer service to students, clients and business to business</li> <li>• To assist and support the Accommodation team to provide administration on matters of accommodation to the University's students, both current and prospective.</li> <li>• To ensure the smooth running of the Accommodation Services central office</li> </ul>	
<p><b>Duties and Responsibilities</b></p> <ul style="list-style-type: none"> <li>• To provide administrative support and allocations support to Allocations Coordinator as directed by Accommodation Services Manager</li> <li>• To provide excellence in customer focused service to University of the Arts London students and staff</li> <li>• 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.</li> <li>• To provide administrative support in managing Accommodation Services central team suppliers</li> <li>• To provide project support within the department as directed by Accommodation Services Manager</li> <li>• Maintain Accommodation Services Central Process Manual to ensure Accommodation Services policies and processes are reviewed and kept up to date and accessible to the department</li> <li>• Maintain Accommodation Services Central IT systems training manual and ensure it is accessible to the department</li> <li>• Provide diary/administrative support to Accommodation Services Manager</li> <li>• To measure the performances of service, co-ordinate management information and input into service reviews</li> <li>• To have an in depth knowledge administrative knowledge of producing management reports and statistical data analysis.</li> <li>• To manage Accommodation Services enquiries including but not limited to emails and telephone and ensuring an accurate and prompt responses to all enquiries</li> <li>• To provide Accommodation Services help desk cover as required and or as directed by line manager</li> </ul>	

- 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**

- Assume other reasonable duties consistent with your role, as determined by the Accommodation Services Manager, which may be assigned to you anywhere within the University
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- 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.
- 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.
- Conduct all financial matters associated with the role accordance to the University's policies and procedures, as laid down in the Financial Regulations.
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022)

#### **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

### PERSON SPECIFICATION

Specialist Knowledge/Qualifications	<ul style="list-style-type: none"><li>• Has relevant in depth and strong experience in administration and able to work independently and as part of a team.</li><li>• Degree or equivalent qualification</li><li>• Project management or equivalent experience</li><li>• Knowledge of Student Accommodation Sector</li></ul>
Relevant Experience	<ul style="list-style-type: none"><li>• Demonstrate experience of allocating rooms to various student cohorts including bulk allocations and project managing various student cohorts</li><li>• Demonstrative ability of interpersonal skills, with a customer-focussed approach and the ability to maintain confidentiality, acting with tact and diplomacy.</li><li>• Demonstrate ability to build and maintain positive relationships with students, parents, clients and business suppliers</li><li>• Demonstrative ability of administration skills with ability to co-ordinate effectively and pay attention to detail</li><li>• Demonstrate ability of devising, implementing and maintaining systems and processes</li><li>• Demonstrate project management support</li><li>• Demonstrate ability to document, review and maintain processes</li><li>• Proficient in Excel Spreadsheets (including formatting), the Microsoft Office Suite, Outlook, social media platforms and PowerPoint (presentation skills). Kinetix Solutions, WPM and Agresso Business World, SITS and SAMS</li></ul>
Communication Skills	<ul style="list-style-type: none"><li>• Communicates effectively orally, in writing and/or using visual media with a range of audiences</li></ul>
Leadership and Management	<ul style="list-style-type: none"><li>• Sets, clear objectives to manage performance</li></ul>
Professional Practice	<ul style="list-style-type: none"><li>• Contributes to advancing professional practice/research or scholarly activity in own area of specialism</li></ul>
Planning and Managing Resources	<ul style="list-style-type: none"><li>• Plans, prioritises and organises work to achieve objectives on time</li></ul>

Teamwork	<ul style="list-style-type: none"> <li>• Works collaboratively in a team and where appropriate across or with different professional groups</li> </ul>
Creativity, Innovation and Problem Solving	<ul style="list-style-type: none"> <li>• Uses initiative or creativity to resolve problems</li> </ul>

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 24<sup>th</sup> January 2020