

Job Description	
Job title	Accommodation Office Assistant
Department	Operations
Reports to (Position Title)	Accommodation Manager

This document outlines the output and key accountabilities required of the post holder, as well as skills, qualifications and experience needed in order to carry out the role. It is not a definitive list.

Purpose of the role

The role of the Accommodation Office Assistant is to assist in day-to-day administrative tasks to support the Accommodation Manager for a fixed term during the busy summer period early June to late September.

Background information

Based at Gonville and Caius College, Trinity Street, Cambridge.

Hours of work 25 per week

Contract type Part-time, Fixed Term (16 weeks)

FTE 0.67

Qualifications A level or equivalent

Key skills

- Proficient in the use of Microsoft Excel, Word, Outlook
- Excellent written and verbal communication skills
- Accurate numeracy skills
- Positive and enthusiastic
- Excellent attention to detail
- Able to use initiative
- Diplomacy and tact

Work experience None required

Budget Responsibilities No

Main duties and Responsibilities	Time/ Frequency
• Assist the Accommodation Manager in answering current and prospective students' queries via email, telephone, and face to face	Daily
• Provide accurate residential lists to other College departments	As required
• Liaise with other College departments and answer queries regarding accommodation	Daily
• To assist with data entry onto various computer systems used by the College	Daily
• Deputising for Accommodation Manager during periods of annual leave	As required
• Assist with any private accommodation bookings from external students that may occur	As required

FURTHER REQUIREMENTS & INFORMATION RELEVANT TO THE ROLE

Additional role requirements			Yes	No
DBS check				x
Lone working				x
Manual handling				x
Working at height				x
Uniform required				x
Training requirements	iHasco ID	Duration	Yes	No
Anti-Bribery	113	29	x	
Bullying & Harassment for Employees	108	22	x	
Cyber Security Awareness	6428	39	x	
Equality, Diversity & Inclusion	3874	60	x	
Fire Awareness	415	30	x	
GDPR UK: Essentials	3627	38	x	
Health and Safety Essentials	2227	48	x	
Unconscious Bias for Employees	549	32	x	
Kinetics			x	
CamSIS (student information database)			x	

Team Responsibilities

- Participate in team meetings when required.
- Share ideas for improvements.
- Help other employees when you have spare capacity or time.
- Help cover staffing shortfalls when required.
- Help to keep the department calm by working well and showing consideration for others.

This role profile outlines the duties required at the current time to indicate the level of responsibility. It is not intended to be a comprehensive or exhaustive list and may be varied by the College management to include other reasonable requests which are up to the same skill level, and of the same type, already undertaken and which do not change the general character of the job or the overall level of responsibility.

Health and Safety

All employees must adopt a responsible attitude towards health and safety and to comply with any procedures as required by the College in order to ensure the health and safety of themselves, their colleagues and any other persons that may be affected by their actions. They must be prepared to undertake any training provided in relation to health and safety or which is identified as necessary in relation to their work.

Continuous Professional Development

Caius is supportive of continuous professional development and opportunity for training and development will be provided.

Person Specification

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	Criteria	Essential / Desirable	Assessment Method: A - Application I - Interview T - Test
Qualifications and training	<ul style="list-style-type: none"> A levels 	E	A
Knowledge, skills and proven abilities	<ul style="list-style-type: none"> Customer Services experience 	D	A, I
	<ul style="list-style-type: none"> Understanding of data protection 	D	I
	<ul style="list-style-type: none"> Ability to communicate at all levels 	E	A, I
	<ul style="list-style-type: none"> Ability to prioritise workload efficiently 	E	A, I
Behaviours	<ul style="list-style-type: none"> Excellent attention to detail 	E	A, I
	<ul style="list-style-type: none"> Able to observe confidentiality 	E	A, I
	<ul style="list-style-type: none"> Demonstrates initiative, common sense, good humour and discretion 	E	A, I
	<ul style="list-style-type: none"> Friendly, co-operative, helpful and approachable 	E	I
	<ul style="list-style-type: none"> Ability to remain polite and calm under pressure 	E	I

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