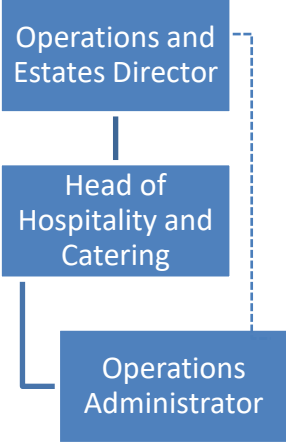




Job Description

<p>Job Title: Operations Administrator</p>	<p>Post holder :</p>
<p>Reporting To:</p>  <pre> graph TD A[Operations and Estates Director] --- B[Head of Hospitality and Catering] B --- C[Operations Administrator] A -.- C </pre>	
<p>Main Purpose of Role/Overview : The Operations Administrator will provide administrative support to the Head of Hospitality and Catering and provide support for College Estates, Conference & Events and Catering teams. The post holder will deliver a consistently high level of service to Fellows, students, staff and external guests/customers of the College.</p> <p>In addition, the Operations Administrator will provide administrative support to the Operations and Estates Director acting as the first point of contact for the Operations and Estates Team; organising meetings, taking minutes and following up agreed actions; preparing, proofreading and amending documents; maintaining records and databases including Health and Safety administration.</p>	
<p>Main Responsibilities & Duties:</p> <ol style="list-style-type: none"> 1. Manage guest room, meeting room and supervision room bookings on request. Ensuring that the relevant booking forms are completed and that the correct invoices are issued. 2. Provide support for allocation of residential conference rooms and associated paperwork, contracts and ensuring guest satisfaction. 3. Respond to all internal and external event enquiries. Work with the Head of Catering and Hospitality and be the first point of contact for relevant queries. 4. Help to build strong, long-term relationships with clients to ensure positive feedback after events and repeat business, as well as identifying new business opportunities. 	<p>Standards of Performance / Results :</p> <ol style="list-style-type: none"> 1. Ensure all customer requirements are met satisfactorily and standards exceeded where possible. 2. Conference guests allocated appropriate accommodation and appropriate requirements in place. 3. Provide an excellent level of customer service at all times and strive to exceed expectations. 4. Liaise with College visitors, conference delegates, students, Fellows and staff providing them with appropriate information where requested.



5. Update event bookings as and when required whilst liaising with conference or event organisers during their stay. This may require some evening or weekend work.
6. Prepare event literature, including signage and WiFi codes and other requirements for events as and when required.
7. Ensure all enquiries are responded to and student accommodation records are kept up to date with accuracy and attention to detail. Support the Accommodation office to maintain high standards including undertaking relevant project work as necessary.
8. Assist with allocating student rooms and the issue of occupancy licences for the start of the new academic year. Monitor receipt of signed licences and follow up as appropriate. Administer mid-year student room moves, ensuring all relevant departments are aware.
9. Liaise with external accommodation providers to ensure information provided is accurate, up to date and timely before student arrival and any mid-term changes are notified. Ensure maintenance requests are managed appropriately and swiftly.
10. Ensure Accommodation Manager is supported during Room ballot period.
11. Ensure the Accommodation, Catering, Housekeeping and Maintenance pages of the College website are up to date.

Administrative Support to the Operations and Estates Director

12. Plan and proactively manage the Operations and Estates Director diary, work schedule and commitments including arranging/rearranging appointments and organising meetings, respond to enquiries, send out notices, reminders and correspondence as required.
13. Attend and support internal working group/committee meetings as required: set up dates, prepare agendas, take minutes, circulate action lists, identify follow-up actions and 'owners'; follow-up progress.
14. Manage small-scale administration projects from time to time to investigate issues and help achieve greater efficiency in the team including identifying key tasks and timeframes to enable completion of projects in a timely manner. Co-ordinate activity within the team

5. Ensure high standards of service are delivered and repeat business secured.
6. Accurate and up to date information provided to internal teams and guests.
7. Prioritise tasks and manage demands to optimise office and business efficiency.
8. Documentation issued promptly and accommodation records kept up to date.
9. Effective and accurate information is available on all systems at all times whilst ensure great customer care is achieved.
10. Student satisfaction is met.
11. Regularly monitor and update pages to ensure relevance and to encouragement engagement.

12. Accurate and timely diary management, anticipating diary pressures and acting accordingly to ensure smooth and effective running of the diary.
13. Accurate minutes drafted within 1 week of meeting and all follow up actions identified and chased as necessary.
14. There is a culture of challenge and continuous improvement across the departments.



<p>and keep line managers up-to-date on progress of the project.</p> <p>15. Provide comprehensive administrative support, acting as primary point of contact, developing good working relationships with key individuals both internal and external.</p> <p><i>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.</i></p>	<p>15. In a timely, professional and organised manner. Be appropriately informed of the College's Operational and Strategic Plans and meetings and events so as to assist in achieving the strategic vision of the College.</p>
<p>Scope/size of role (budgets, people, etc):</p>	
<p>Significant internal/external relationships : Accommodation, Catering and Hospitality Teams, Operations and Estates Director, Maintenance team, Housekeeping team, Bursar and Finance Office, the Porters' Lodge, Student Office, Students, Fellows, Conference delegates, external partners.</p>	