Magdalene College
CAMBRIDGE

Accommodation Coordinator
Job Description

The College

Magdalene College, (pronounced “Maudlin”) is one of the Colleges of the University of Cambridge. It was originally founded in 1428 and re-founded in 1542. Although we are rightly proud of our history, we are a thoroughly modern and forward-looking College. We have developed a strong programme in the Sciences alongside traditional strengths in Arts subjects and the first priority for students is academic work. However there is also a thriving extracurricular life in the College and the Tutors pride themselves on the high level of pastoral care offered to junior members. There are about 500 junior members of whom approx 330 are undergraduates and 170 are postgraduates. There are 40 Fellows, headed by the Master, who make up the Governing Body of the College and also 13 Research Fellows.

On the non-academic side, there are approximately 100 employees in all, split between the various departments of the College, including Porters, Housekeeping, Maintenance, Gardens, Conference, Catering and Buttery, IT, Libraries, Development, College Office, and the Tutorial and Admissions Office.

Further details of the College are available on: the College’s Website: http://www.magd.cam.ac.uk

Purpose of the Job

The post holder will be expected to coordinate the running of all student accommodation matters, including student rooms, tenancy arrangements, and maintaining oversight of the use and availability of the Colleges room facilities reporting to the Assistant Bursar in his or her role as Rooms Tutor.

Responsible to: Assistant Bursar
Main Duties and Responsibilities

Student Rooms

• Manage the Rooms Ballot for the Graduate and Undergraduate student body. Work with the Computer Office to ensure room databases are accurate and relevant for each ballot. Work with the Rooms Tutor to develop the ballot systems to be effective and efficient.
• Develop an online system for continuing Graduate students to choose rooms. Extend the online facility, if possible, to new graduates.
• Manage the process of booking student rooms, prioritising allocations for students that have specific accommodation requirements. Explore ways of improving room information supplied to new undergraduate students.
• Manage the Forum Student and Visitor Rooms databases.
• Preparation for and attendance at matriculation events in Michaelmas Term.
• Issue and receive Room Licence Agreements, updating the template agreement as necessary. Ensure all licences are signed and returned according to set procedures. Maintain and destroy records in accordance with the College data retention policy. Explore and develop, if applicable, an upload facility on the College website for accommodation licences.
• Coordinate arrival and departures.
• Upkeep all rental cost information on database systems.
• Coordinate additional charges and rebate letters, ensuring students and Tutors are kept fully up to date.
• Work with the Head of Housekeeping and deal with the administration of Out of Term Residency forms. Informing students each term of the requirements and informing them of room allocations.
• Liaise with Tutors and numerous departments regarding student issues, room relocations, additional charges, key returns, billing arrangements and student lists.
• Ballot reports and provide data for the annual report of the Colleges accommodation needs.
• Maintain up to date information on all student accommodation matters—website texts, handbooks, licensing, fact sheets, student reminders, forms and reports, rent surveys, excel and access records.
• Conduct annual Graduate and Undergraduate student on-line surveys. Compilation and analysis of results.

Visitor Rooms

• Manage the booking of visitor rooms at the start of each year and provide data to Alumni & Development Office and other departments as necessary.
• Tenancy arrangements and licences for non-Magdalene students and academic visitors such as exchange and placement students.
• Work with the Admissions Officers to take an active role in planning room usage during admissions interview periods.
Liaise with the all relevant departments coordinating room planning for all other non-conference guests, such as: school visits, exchange programmes, Open Days etc.

Preparation of invoices for guest room bookings and supplying timely data to the College Office.

General

- Liaise with students, tenants and visitors regarding accommodation issues. Providing up to date information where maintenance programming will affect student accommodation areas.

- Coordinate the process of all allocations, early arrivals, visitors and changes of rooms between academic years, taking into account the maintenance schedule for rooms.

- Manage an email helpdesk for all accommodation related enquiries, including dealing with complaints in a sensitive and tactful manner. Develop an online reporting system as an alternative mechanism to emailing.

- Assist in reports to various external organisations including Unipol ANUK (the Colleges external regulating body on accommodation standards), the Disability Resource Centre, the University Accommodation Service. Assist in the preparation and during ANUK audits.

- Provide regular updates on student room vacancies. Actively promoting graduate room vacancies to students of other colleges, where there is excess supply of rooms. Seek to maximise room usage.

- Provide student housing references using the College security protocol.

- Weekly, termly and ad hoc statistical reporting and or surveys.

- Assist in developing appropriate Accommodation Licence Agreements and policies in conjunction with the Assistant Bursar.

- Assist with the College’s overview of accommodation.

- Other duties appropriate to the nature of the post as may be required by the Assistant Bursar or the Senior Bursar which may include some general secretarial duties including canvassing meetings etc.
Person Specification

The following criteria are appropriate to this post:

Qualifications:
1. Educated to GCSE level with grade A-C English and Maths, or equivalent
2. Educated to A Level, or equivalent, is desirable

Knowledge and experience:
1. Excellent IT skills, with experience of Microsoft Office, databases and, updating website page content (essential skills: Excel to at least intermediate level, Mail Merge)
2. Administrative experience
3. Excellent communication skills, including spelling and grammar
4. Knowledge of the Cambridge collegiate system is desirable
5. Experience of working to deadlines and coordinating complex requirements and schedules

Personal skills and abilities:
1. Customer focus
2. Tact in dealing with difficult situations and confidential information
3. Ability to use own initiative and work under pressure, but also comfortable within a team environment
4. Excellent attention to detail and good organisational skills with the ability to multitask
5. Flexible attitude
Salary and Conditions

- The post is full time (36.25 hours per week) and is offered at a salary of £24,000.

- 25 days annual leave (excluding Bank Holidays). Annual leave may not be taken during September and October.

- Other benefits include a free lunch when on duty (non-contractual), a generous contributory pension scheme, cycle to work scheme, Medicaid scheme, and the use of sports facilities and College punts during the summer.

- There will be a six month probationary period.

- The post-holder may, subject to meeting the enrolment criteria, be eligible to join the College’s auto enrolment pension scheme at the relevant time, with the option for enhanced employee and employer contributions following successful completion of the probationary period.

[HF, June 2018]