

## RECRUITMENT PACK

This document includes the following information:

- Job Description
- Person Specification
- Additional information

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### Making an application:

When completing the on-line application form you will be asked to answer questions to help you demonstrate how you meet the requirements of the post. Your answers will be used at the shortlisting and interview stages of the recruitment process. We therefore recommend that you take a copy of this recruitment pack to help with your preparation.

NOTE: You don't have to answer the questions in one attempt, but can save your incomplete application and return to it at another time. You may want to draft your answers using Microsoft Word and then copy your text into the application form. Please be aware that formatting (e.g. underline, bold, bulleting) will be lost in this process. If you are using an Apple product you will need to use an alternative web browser to Safari such as Google Chrome.

- Links to Guidance Notes and Frequently Asked Questions can be found on the Search Results page. These pages will open in a new window.
- **We recommend that you take a copy of this recruitment pack to help with your preparation.**

A commitment to sustaining an inclusive and diverse community is one of the University's Core Values and we are keen to address any imbalances in our workforce.

The University of Essex is proud to be part of the Disability Confident scheme and is committed to supporting diversity and equality, representative of our inclusive community. As part of our commitment to this scheme any candidate who has a disability and meets all the essential criteria for the role will be offered an interview. We also work in partnership with national disability organisation [DisabledGo](#) who provide detailed online access guides to many of our campus buildings and facilities which you may find useful.

Please note: We are only accepting on-line applications for this post. However, if you have a disability that makes it difficult for you to provide us with information in this way, please contact the Resourcing Team (01206 876559) for help.

Closing Date: 29 January 2019

Interviews are planned for: 7 February 2019

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University of Essex Campus Services Limited (UECS) is a wholly owned company of the University of Essex. Please note that this post is being advertised by the University on behalf of UECS and some aspects of the information provided on the University recruitment website will not apply to this appointment. The Terms of Appointment relating to this post are published on the website alongside this document.

Data Protection: UECS shares recruitment data with the University of Essex who provide human resources services.

JOB DESCRIPTION – REQ02280

<b>Job Title and Grade:</b>	Accommodation Administrator UECS Band C
<b>Contract:</b>	Fixed-term, Full-time. This post is fixed-term for one year.
<b>Hours:</b>	38 hours per week to be worked as required within the working operational window of 7am to 6pm, 5 days in 7 days (see general information).
<b>Salary:</b>	£19,214 per annum
<b>Department/Section:</b>	Accommodation Essex
<b>Responsible to:</b>	Assistant Director of UECS (Operations)
<b>Reports on a day to day basis to:</b>	Administration and Training Manager
<b>Purpose of job:</b>	To assist the Accommodation team with administration tasks, to help facilitate the delivery of a high quality customer focused service. To respond to queries either face to face, by email or telephone and to utilise the systems available.

**Duties of the Post:**

The main duties of the post will include:

**Customer Service**

- Liaise with Accommodation Operational and Administration teams to assist with delivering a high standard of student-focused service.
- Respond to queries by email, telephone and face to face in an appropriate and timely manner, forwarding enquiries as necessary, utilising relevant internal systems.
- Referring queries and complaints regarding operational matters to the appropriate person as required.
- Liaise with the Student Services Hub and Estates Helpdesk.
- Liaise with Residents' Life staff as required regarding student behaviour in the residences.

**Resource Management/ Administration**

- Sorting mail for Caretakers to deliver within timescales.
- Utilising electronic systems to report faults and repairs and update residences information as necessary.
- Issuing and receiving keys and key cards for students, staff and contractors.
- Preparing keys and key cards for conference and arrivals.

- Assist in administrative duties which contribute to the support of the operational team including filing, archiving, data input, producing correspondence, raising purchase orders and processing invoices, and assisting with recruitment administration and monitoring reports in relation to the door entry system.
- Coordinate meetings including taking minutes and issuing agendas.
- Ensuring stocks of stationery are adequate and submitting order requests as required.
- Booking staff travel and accommodation for meetings and training.
- Record completed staff training and produce regular reports of training required using a Microsoft Access database.

#### **Other**

- Liaise with Residential Services Managers and an external laundry company to facilitate provision of a summer linen service.
- Any other duties as may be assigned from time to time by the Assistant Director of UECS (Operations) or their nominee.

***These duties are a guide to the work that the post holder will initially be required to undertake. They may be changed from time to time to meet changing circumstances.***

#### **Terms of Appointment**

For a full description of the terms of appointment for this post please visit:  
<https://www.essex.ac.uk/staff/working-at-essex/uecs-staff>

January 2019

PERSON SPECIFICATION

<b>JOB TITLE: Accommodation Administrator</b>	<b>POST REF: REQ02280</b>
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Qualifications /Training

	<b>Essential</b>	<b>Desirable</b>
▪ A minimum of 5 GCSE's grade C or above or equivalent, including in English and Mathematics	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ A relevant qualification in Customer Service provision	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Experience/Knowledge

	<b>Essential</b>	<b>Desirable</b>
▪ Experience of working in a customer focused environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of working in a multi-cultural environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to work on own initiative, as well as part of a team	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Knowledge and understanding of data protection principles/legislation	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Skills/Abilities

	<b>Essential</b>	<b>Desirable</b>
▪ The ability to communicate clearly and effectively both orally and in writing	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to use Microsoft software especially Outlook, Excel and Word	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to use IT to communicate electronically, to enter data accurately and to maintain records	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to act with discretion and to maintain confidentiality	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to handle complaints effectively	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to remain calm in difficult situations	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to prioritise own workload in a busy working environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other

	<b>Essential</b>	<b>Desirable</b>
▪ Ability to meet the requirements of UK 'right to work' legislation*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ A positive outlook and a professional manner	<input checked="" type="checkbox"/>	<input type="checkbox"/>

\* The University has a responsibility under the Asylum, Immigration and Nationality Act 2006 to ensure that all employees are eligible to work in the UK. Prior to commencing employment, the successful candidate will be asked to provide documentary evidence to this effect. Please note that the University will not be able to issue a Tier 2 Certificate of Sponsorship for this post. For further information about UK immigration requirements please follow this link: <https://www.gov.uk/government/organisations/uk-visas-and-immigration>

January 2019

## **University of Essex Campus Services Limited**

### ADDITIONAL INFORMATION

#### **Accommodation Essex**

You can find more information about the department at the following link:

<http://www.essex.ac.uk/accommodation/>

#### **General information**

The current working hours are 8.30am – 5pm Monday and Tuesday and 8.45am – 5pm Wednesday, Thursday and Friday, however in the interests of working efficiency the University may from time to time review current working patterns. Changes to working patterns resulting from this will be subject to a minimum of 21 calendar days' notice.

Although there is no regular overtime built into this post, the post holder shall be expected to work when required, particularly when the University is preparing for special functions.

Informal enquiries may be made to Angie Flynn, Deputy Head Accommodation (Operations) (telephone: 01206 872352, e-mail: [aflynn@essex.ac.uk](mailto:aflynn@essex.ac.uk)). However, all applications must be made online.

#### **Campus Services will focus on 5 core principles:**

1. To develop and operate the commercial facilities at the University of Essex with the highest standards of customer care and value for money to enhance the student and staff experience.
2. To collaborate with Academic Departments and Professional Services.
3. To engage actively with the local and regional community to further the reputation of the University of Essex.
4. To champion a team culture with succession planning and remuneration firmly anchored on performance.
5. To deliver annual growth in surplus for the University of Essex.

#### **Campus Services**

Created in 2010, the Campus Services directorate brings together existing staff and student commercial services, with a combined turnover of £21m and total staff of over 230 full-time equivalents. Services delivered under the Campus Services umbrella are critical to enabling the University to deliver the objectives in its strategic plan – improving the student experience, facilitating growth and improving the financial performance of the University.

Some business units within Campus Services – Event Essex, Print Essex and Wivenhoe Park Day Nursery – are part of University of Essex Campus Services Limited, a wholly owned subsidiary of the University of Essex.

#### **Accommodation Essex**

Accommodation Essex contributes to a positive student experience by providing a safe and supported environment in which students can develop personally and academically. The University of Essex offers a wide range of accommodation suited to a variety of needs all within walking distance of the academic departments and campus facilities at both Southend and Colchester campuses.

You can find more information about the department at the following link  
<http://www.essex.ac.uk/accommodation/>

### **Essex Sport**

The Colchester Campus Sports Centre offers excellent indoor and outdoor facilities including the £1.4 million refurbished gym and fitness rooms. There are a wide range of opportunities to participate in sport, exercise and health at great value for students, staff and the local community.

### **Wivenhoe House Hotel**

Wivenhoe House is a four star country house hotel, set in parkland on campus. It is also home to the Edge Hotel School.

### **Essex Food**

Through their many catering outlets and delivered hospitality service, Essex Food provides a professional and courteous customer led service to students, staff and visitors. The promotion of a nutritious, and value for money hospitality service, together with respect and dignity for customers and staff are the cornerstones of their business.

### **Event Essex**

Event Essex promotes the vast range of University of Essex conference, meeting and event venues in Colchester and Southend to businesses and public sector organisations locally, regionally and nationally. The dedicated team offers an expert event planning and co-ordination service.

### **Print Essex**

Print Essex provides a high quality design, copy and print service at competitive prices to all users, both on and off campus.

### **Wivenhoe Park Day Nursery**

Set in the peaceful surroundings of Wivenhoe Park, the purpose built Wivenhoe Park Day Nursery offers outstanding day care to children from 3 months to 5 years, as well as holiday clubs for children from 5-11 years. Places are open to all, including the public.

### **everythingEssex**

In 2011, Campus Services began co-ordinating official University of Essex merchandise and gifts. This exciting project included product development and improving routes to market. Merchandise is available on the **everything Essex** outlet at the Colchester campus or on-line at <http://www.essex.ac.uk/everythingessex/>

Further information on Campus Services can be found via [www.essex.ac.uk/uecs](http://www.essex.ac.uk/uecs).

### **University of Essex Campus Services Limited**

The successful candidate will be employed by University of Essex Campus Services Limited, a wholly owned subsidiary of the University of Essex. The company was established to manage the commercial operations at the University of Essex. The terms of employment for this role are specific to University of Essex Campus Services Ltd.

### **The University of Essex – a profile**

The University of Essex was founded in 1964 when it opened its doors to a cohort of just 122 students. Since then, we have grown in both reputation and size. There are now more than 10,000 students studying at three campuses - in Colchester, Southend and Loughton (East 15 Acting School). All academic activity is organised into three faculties – Humanities, Science and Health and Social Sciences.