

Central Room Bookings Administrator

Job Ref: REQ240722

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Team Summary

The Timetabling Team, based in the Academic Registry, are looking for a Central Room Bookings Administrator to manage the administration of room bookings for all affiliated stakeholders. This includes; academic and administrative staff, external clients and the Loughborough Students' Union and Athletic Union for all University pool rooms.

The post holder will have good customer service skills and have the ability to effectively liaise with stakeholders to undertake and amend room bookings, take accurate minutes at meetings, produce weekly room bookings reports for the Security and Domestic Services teams and process room hire charges.

Job Description

Job Grade:

Administrative Services Grade 4

Job Purpose

To manage the administration of room bookings for all affiliated stakeholders. This includes academic and administrative staff, external clients and the Loughborough Students' or Athletic Union (LSU or AU) for all University pool rooms.

Job Duties

1. To effectively manage and administer central room bookings for university pool space, whilst maintaining optimum estate utilisation, staff and student experience throughout.
2. To respond to daily enquiries received in person, by telephone or email and take appropriate action. This will involve daily negotiation with customers and on occasion with existing bookings. This will include dealing with students and academic staff but will also include external organisations and LSU/AU societies.
3. To produce accurate weekly room booking reports for the Security and Domestic Services teams and liaise with colleagues from Estates and Facilities Management and all Academic Schools as appropriate.
4. To act as first point of contact for customers, assisting with queries and providing information in a timely and effective manner, referring more complex problems to the Room Bookings Officer.
5. To liaise with LSU and AU for all club and society bookings.
6. To process internal and external room hire charges electronically, to assist with the input of information systems ensuring compliance with university regulations and ensuring the timely delivery of accurate information as and when required.

7. To develop and maintain strong working relationships and liaise appropriately with university colleagues when booking rooms through organisation and negotiation.
8. To support University Committees, including meeting pack collation and distribution, arranging refreshments, hospitality and AV arrangements, creating and maintaining committee membership and associated webpages/MS Teams folders and, arranging hard copies of papers be bound (annually).
9. To provide support for wider Academic Registry activities such as Registration, Exams, Graduation and other Registry-linked activities e.g., University Open Days and Confirmation and Clearing. To book meetings, including refreshments when required, and to book travel for the Academic Registry.
10. To escalate any anomalies and concerns regarding the AV equipment in pool teaching rooms to Teaching Support, and room infrastructure issues to E&FM via the FM Service Request (Archibus)
11. To work closely with and provide support to the Timetabling Team or academic schools as and when required.
12. To ensure compliance with relevant University policies and procedures.
13. To undertake any training and development deemed appropriate.
14. Any other duties and responsibilities which are commensurate with the role and grading.

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to: the Central Room Bookings Officer

Responsible for: None

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage	
Experience	Previous relevant experience of working in a busy office environment, either independently or as part of a team.	1,3	
	Experience of dealing effectively with customers.	1,3	
	Experience of a role which requires accuracy and attention to detail.	1,3	
	Experience of organising meetings and taking accurate minutes.	1,3	
Skills and abilities	Flexibility and the ability to adapt to a changing work environment.	1,3	
	Able to work under pressure and keep to deadlines.	1,3	
	Able to prioritise workload, multi-task, handle high volumes of work.	1,3	
	Excellent interpersonal, organisational, oral and written communication skills.	1,3	
	Able to deal with personnel/customers in a professional manner.	1,3	
	Able to work to a high standard of accuracy and attention to detail.	1,2,3	
	Able to maintain confidentiality.	1,3	
	Excellent practical IT skills including Microsoft Office, Excel and Outlook diary management.	1,2,3	
	Training	Willingness to attend appropriate development courses and demonstrate evidence of having undertaken further training.	1,3
		Adopt new procedures as and when required.	1,3
Qualifications	A Levels or equivalent.	1	
Other	Commitment to providing a high standard of service to University staff and students.	1,3	
	Commitment to observing the University's equal opportunities policy	1,3	
	Empathy with the aims and objectives of the University	1,3	

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of using a timetabling system.	1,3
	Experience of working in a Higher Education environment.	1,3
Skills and abilities	Skills using relevant Loughborough University IT systems eg LUSI, Agresso, Co-Tutor, LEARN and CMIS.	1,3
	Understanding and knowledge of relevant legislation eg SENDA, Data Protection Act, Freedom of Information etc.	1,3

Conditions of Service

The position is full time and open-ended. Salary will be on Administrative Services Grade 4, £23,700-£27,181 per annum, at a starting salary to be confirmed on offer of appointment. Subject to annual pay award.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: [Family benefits | Human Resources | Loughborough University \(lboro.ac.uk\)](#))

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

Applications

The closing date for receipt of applications is **Monday 9 September 2024, 23:59**.

Interviews **w/c 23 September 2024**.