

## Roombooking Assistant

<b>Department:</b>	Estates and Facilities Management
<b>Grade/ Salary:</b>	Grade 3 £25,199 - £27,687
<b>Contract Type:</b>	Fixed Term
<b>Hours of Work:</b>	35 hours per week Monday to Friday 09:00hrs to 17:00hrs
<b>Location:</b>	New Cross, London

### Goldsmiths

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Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

We are happy to supply information in alternative formats for disabled applicants. Please contact [hr@gold.ac.uk](mailto:hr@gold.ac.uk) to make your request.



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## **Estates and Facilities Management**

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Estates and Facilities Management (E&FM) is a specialist directorate within the University with over 200 staff. It maintains and supports the University and its changing needs in respect of the following disciplines:

- estates strategy & strategic development
- capital projects, minor works and refurbishments
- maintenance (building and grounds), surveys, statutory compliance
- Infrastructure
- space utilisation & timetabling,
- energy and carbon management,
- environmental management
- facilities services including: cleaning, portering, security, switchboard, reception, post and stores;
- health and safety
- catering
- conference services
- procurement
- print services

The main campus is based at New Cross, London Borough of Lewisham and covers approximately 16 acres. It comprises some 80 buildings ranging from three fine Victorian Grade II listed buildings, a number of former domestic properties (now being used for academic and office purposes), a range of post-war utility buildings (now requiring replacement), to new purpose built ultra modern buildings. Also situated approximately 12 miles from the main campus is Loring Sports Ground, located in Sidcup, London Borough of Bexley, which consists of a 20 acre sports ground and associated buildings. The variety of buildings presents a diverse set of challenges.

Estates & Facilities aims to make significant improvement to its service delivery and the quality of the estate in order to meet the rising expectations of staff and students.

The main functions of Estates and Facilities Management are:

- To advise on strategy to optimise the use of the estate and to meet the future requirements of the institutional/corporate plan;
- To procure development projects as approved;
- To manage and keep under review, property agreements, leases etc;
- To liaise with external bodies, as appropriate concerning the estate;
- To maintain buildings, services and grounds in safe condition and fit for purpose;

- The provision of timetabling services to maximise space utilisation.
- To operate support services which meet agreed Service Level Standards;
- To monitor effectively all financial activities to ensure departmental compliance with University's financial regulations and procurement procedures;
- To adopt value for money solutions in all aspects of activities;
- To develop, maintain and implement policies and procedures to effectively manage the estate and its services;
- To identify and meet current and emerging 'customer' requirements;
- To ensure that all work and services for which it is responsible, are undertaken in a safe manner;
- To provide all of its staff with the necessary training and support to effectively undertake their work and promote personal development;
- To provide a facilities management function for the delivery of portering, cleaning, security, post room, central stores and telephone services.

E&FM overall aim is to provide for sustainable first class facilities for research, teaching and learning and other activities and to create a vibrant and safe environment for students, staff and visitors and to deliver a service in a professional and integrated way.

## **Job description**

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### **Reporting to: Timetabling Operations Manager**

#### **Summary:**

To provide the first point of contact for all room bookings and timetabling enquiries and requests

Responsibilities will include managing and maintaining of the Room booking inbox

To ensure the efficient and effective use of University meeting and teaching room facilities through room audits.

**Main duties:**

- To provide a first point of contact for the Timetabling Office, handling both inbound and outbound communications via MS teams, e-mail, telephone and face to face enquiries ensuring a prompt and professional service to all requests, liaising with IT services where technical assistance is required.
- To process room bookings , using Syllabus Plus and the Students' Union to accurately enter and or approve a wide range of non-teaching activities, including internal meetings, recruitment events important events and induction sessions.
- To provide general advice and guidance regarding the University meeting and teaching room space and associated facilities in the allocation of suitable room.
- As required conduct physical room audits, to identify room attributes, update knowledge and room inventory, for meeting room and teaching space and fixed facilities within the rooms.
- As required organise, manage and coordinate room audits of teaching space to ensure teaching facilities are being fully utilised.
- To undertake data entry, validation and retrieval activities, to produce reports when required
- To follow room booking protocols, processing both risk assessment documentation and procedures relating to Freedom of Speech requirements
- To provide administration support to the Timetabling Officers where needed, assisting in the entry of general timetable information onto the Syllabus Plus database
- To provide room booking confirmation to staff and students in an accurate and timely manner.
- To provide timetable information to all stakeholders as appropriate
- To provide printed timetables extracted from Syllabus Plus as necessary.
- To provide guidance and referral information in regard to specific room layout, catering and other facilities
- To work collaboratively with other teams within Estates and Facilities and across the University.

- To identify and report any health and safety issues in the relevant work areas, ensuring compliance with health and safety legislation and University policies and procedures
- Any other duties or responsibilities as may reasonably be required by the Director of Estates and Facilities

### **Stakeholder Management**

- To assist in the establishment of the Team as the recognised point of contact for Room Booking issues and queries.
- To liaise with members of staff from across the University to timetable ad hoc requests for space and timetabling queries in support of the wider team, and to provide management information.
- To liaise with other teams within Estates and Facilities to support both capital and maintenance projects particularly those around teaching facilities.
- To liaise closely with our Conference Services Team to ensure that we maximise the use of our campus to increase revenue.

## Person Specification

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Detailed below are the types of qualifications, experience, skills and knowledge which are required of the post holder. Selection will be made upon evidence of best-fit with these criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

**A = Application form      C = Certificate      I = Interview**

**R = Reference**

**T = Test**

**P = Presentation**

**Category**

	Category
<b>Essential Criteria 1 - Qualifications</b>	
Educated to GCSE (or equivalent)	A, C, I
Minimum 2 years' room booking	A, C, I
<b>Essential Criteria 2 - Experience</b>	
Experience of using Scientia's Syllabus Plus suite of timetabling products	A, I
Experience of working to set deadlines	
<b>Essential Criteria 3 – Knowledge</b>	
Excellent IT skills, including Excel to manipulate data	A
Competence in the use of IT packages such as Microsoft Office	A
<b>Essential Criteria 4 - Skills</b>	
Able to pay attention to details amongst a large volume of data received for processing	A, I, R
Excellent communication and interpersonal skills (both written and oral)	A, I, R
Thorough and analytical with an eye for detail	A, I, R
Pro-active problem solver	A, I, R
Ability to prioritize work within a context of competing demands	A, I, R

Great attention to personal presentation, eye contact, body language and interaction	A, I, R
Ability to Work independently and as part of a team	A, I

**Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on the first day of appointment.**

**Sept 2021**

## Summary of Benefits

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If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with a comprehensive and innovative staff development programme.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- Membership of USS or LPFA pension scheme, dependent upon grade
- Access to exclusive discounts, including high street retailers
- Maternity, paternity, shared parental leave and adoption leave and pay and tax efficient childcare voucher scheme
- Contractual sick pay provision
- Free eye tests
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#) and [gym](#)
- Access to [University of London facilities](#) such as Senate House Library

## Further information

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For more information about Goldsmiths, please visit: [www.gold.ac.uk/about](http://www.gold.ac.uk/about).

We can supply information in alternative formats for people with a visual impairment or dyslexia. For this please contact [hr@gold.ac.uk](mailto:hr@gold.ac.uk), or visit [www.gold.ac.uk/hr](http://www.gold.ac.uk/hr).

***Thank you for your interest in working with us, we wish you all the best with your application.***