JOB DESCRIPTION

Job Title: Reservations Co-ordinator
Keble Grade: 2
Responsible to: Reservations & Accommodation Manager

Overall Objective
Assisting the Reservations & Accommodation Manager (R&AM) with accommodation requirements for full and part time students, residential conference bedroom bookings and online bed and breakfast sales at the Parks Road site and H B Allen Centre.

Key Responsibilities:

Commercial bookings:
- Responding to telephone, online and face-to-face enquiries and bookings in a prompt and professional manner (ensuring accuracy and attention to detail)
- Allocate bedrooms for incoming bed and breakfast and residential conference guests, ensuring that special requests are met, where possible
- Ensure booking requests are invoiced at College level and confirmed to the guest
- Keep abreast of all College facilities available to B&B guests including breakfast times, layout of the College, rooms types and offering, décor of rooms and security
- Upload bedroom availability to the online booking system on a weekly basis for both sites
- Cross-check daily arrival lists from the College system with the booking system
- Assist the R&AM with rooming lists for group bed and breakfast bookings and residential conferences
- Administer the group accommodation bookings in the absence of the R&AM
- Liaise with group organiser about smaller bedroom groups at both sites
- Administrative duties including filing and preparing group check-ins
- Remain appraised of any promotions that other Colleges/competitors offer
- Resolve guest complaints to ensure guest satisfaction in the absence of the R&AM (authority limit will be set by line manager)

Student bookings:
- Assist the R&AM with allocation of rooms for undergraduate students at the Parks Road site and graduate students at the H B Allen Centre
- Prepare and issue licence agreements to undergraduates and graduates
- Handle incoming student queries
- Send accommodation information to incoming students and respond to any queries in a timely manner
- Administer student requests for linen hire service
- Contact students regarding vacation residency, ensuring all required information is full and correct. Confirm application results by agreed dates
- Co-ordinate international students’ storage items for each vacation
- Maintain inventories and arrange distribution to each room at the beginning of each term for damages to the room, furniture and fittings and any missing items

Other bookings:
- Take reservations for SCR/Fellows Guest room bookings – handling the enquiry, sending confirmation, arranging special requests and issuing the charges
- Liaise with Said Business School to ensure accurate accommodation bookings are made for EMBA and MPMM cohorts
• Provide information to upcoming student cohorts detailing the offering at H B Allen
• Allocate rooms to part-time students in accordance with College guidelines and prepare and issue licences for occupation of rooms
• When possible, manage client member requests to amend or cancel bookings
• Manage bookings for visiting academics. Liaise with College Office who provide this information

Conference team responsibilities:
• Liaise with the Conference/Sales office to ensure accommodation and room availability is always up to date on the booking system
• Meet and greet potential clients for show arounds at both sites

Liaise with College departments:
• Liaise closely with the Room’s Division Manager on arrivals and departures and the maintenance team for emergency or ongoing works in bedrooms
• Communicate final numbers to all departments by required deadlines
• Notify any changes made by the organiser or guest to all departments

Accommodation website and customer feedback:
• Provide a weekly report on customer feedback e.g. from the booking system and Trip Advisor
• Maintain reservations web pages
• Attend Oxford networking opportunities

General Responsibilities:
• Ensure the property management system is up to date and compliant with GDPR regulations and monitor requirements
• Provide support for departmental events as required and attend events at weekends and evenings, where necessary: including induction meetings for EMBA/MMPM students
• Liaise with College Office re set student events
• Contribute to the uploading of bedroom adverts and setting commercial rates on our booking site

Authorised by: Interim Domestic Bursar      Date: September 2022
Person Specification – Reservations Co-ordinator

Essential:

1. Previous administration experience including competent basic level experience in the latest Microsoft packages. It would be an advantage to have a familiarity with databases and basic survey tools
2. Good interpersonal skills: enjoy interacting with students, guests and staff
3. A proven ability in quality customer service provision (face-to-face, by email and by telephone)
4. Possess a high standard of written and oral communication; English standard: spoken and written to GCSE (or equivalent) Grade C or above
5. Proven ability to work accurately with attention to detail
6. Ability to work calmly under pressure
7. Ability to work flexibly as part of a small team
8. Able to work both independently and under the direction of others

Desirable:

1. Experience of maintaining relationships with existing clients with a view to obtaining additional business
2. Data protection awareness: in relation to both commercial bookings and student accommodation
3. Possess an interest in / knowledge of the Higher Education or hospitality sector
4. Experience of using Kinetix Solutions system or other hotel property management system

September 2022