University of Edinburgh

1. Job Details
Job title: Temporary Allocations Assistant (Seasonally Employed)
School/Support Department: Accommodation Services
Unit: Business Development & Occupancy: Allocations Team
Line manager: Allocations Administrator

2. Job Purpose
To assist with the processing of accommodation applications, offers and acceptances, at critical points in the annual accommodation allocation cycle.

3. Main Responsibilities

1. Assisting with the distribution, receipt, allocation and processing of accommodation applications from approximately 12000 students per annum, including Freshers, Postgraduates, Visiting Undergraduates and continuing students in order to facilitate the effective and efficient allocation of all University accommodation to relevant and appropriate applicants.  
   Approx. % of time: Annually 50%

2. Contributing to the provision of a comprehensive accommodation information and advice service for prospective students and their families, continuing students, couples and students with families, as well as staff of the University of Edinburgh and other institutions in the UK and abroad, with a strong emphasis on a personalised and customer-oriented approach, to ensure accurate, relevant, appropriate and positive information is provided.  
   Approx. % of time: Annually 20%

3. Supporting the receipt of approximately £1,400 000 in accommodation deposits and transfer fees.  
   Approx. % of time: Annually 10%

4. Processing information from UCAS and University Registry regarding the admission of all students, ensuring that all applications for accommodation are processed effectively and efficiently.  
   Approx. % of time: Annually 10%

5. Ensuring adherence to timetables of offers of accommodation and accuracy of data and information held.  
   Approx. % of time: Annually 10%

4. Planning and Organising
The work of the Temporary Allocations Assistant is largely planned and organised by the Allocations Administrators and Allocations Manager, with assistance from the Allocations Assistants. However, the Temporary Allocations Assistant is responsible for organising & prioritising their daily workload.
5. Problem Solving
The primary problem which the Temporary Allocations Assistant faces is the quantity of business which they are expected to process. As Temporary staff are employed over the busy summer period, they are required to deal with the processing of thousands of offers and acceptances, in a relatively short period of time prior to the start of session.

6. Decision Making
The Temporary Allocations Assistant is expected to take decisions at a purely operational level, e.g. prioritisation of own workload.

7. Key Contacts/Relationships

Internal Contacts/Relationships
Providing information on numbers of applications/allocations/acceptances processed to colleagues within the Allocations team.
Providing information on deposits received as part of acceptance procedures to colleagues within the Accounts Department of Accommodation Services.
Liaising with Accommodation Services Reception to ensure all customers are dealt with effectively and efficiently.

External Contacts/Relationships
Providing a comprehensive accommodation advisory service to all customers.

8. Knowledge, Skills and Experience Needed for the Job
The post of Temporary Allocations Assistant requires a range of core skills and experience:
- Interpersonal and communication skills, which are utilised both intra- and inter-departmentally.
- Time management and the ability to work under pressure.
- An ability to work as part of a small, cohesive team.
- A sympathetic understanding of customer needs.
- Experience of a range of computer packages including Microsoft Office.
- An awareness of the student admissions process, the accommodation application and allocation process and familiarity with the broad range of accommodation options that are available to students.
- An ability to maintain accurate records, including critical financial information.

9. Dimensions
- Providing operational assistance to the successful allocation of 5600 places in University accommodation each year.
- Processing 12000 applications for accommodation per annum
- Assisting with the receipt and throughput of over £1m in accommodation deposits, rent payments and transfer fees.

10. Job Context and any other relevant information
- As the Temporary Allocations Assistant is a seasonal appointment during a critical time of the year, at the height of the new student allocation process, it is within that extremely busy and pressured context that they are expected to operate.