THE UNIVERSITY OF EDINBURGH

1. Job Details

Job title: Reservations Administrator

School/Support Department: Accommodation Services

Unit (if applicable): Business Development and Occupancy

Line manager: Commercial Services Manager

2. Job Purpose

Reporting to the Commercial Services Manager, the Reservations Administrator is responsible for the administration of commercial accommodation bookings at Pollock Halls.

3. Main Responsibilities

3.1 Targets 20%
Retain existing customers and secure new business within the UK and overseas markets, ensuring occupancy rates and revenue targets are achieved for the commercial period.

3.2 Customer Service 20%
Establish and maintain effective customer relationships ensuring queries and complaints are followed through and dealt with promptly and appropriately.

3.3 Maximise Resources 25%
Maximise the occupancy of University accommodation through the careful assessment of client needs.

3.4 Management of Records 20%
Develop and maintain systems for the effective management of all enquiries, bookings and related correspondence.

3.5 Finance 5%
Maintain appropriate financial controls for accurate and timely invoicing, generating invoices, raising internal orders, processing payments and dealing with arrears.

3.6 Policies and Procedures 2%
Implement and review the policies, procedures and practices within the function, ensuring they support the delivery of excellent service.

3.7 Staffing 3%
Assist the Commercial Services Manager in the recruitment of new staff, giving direction and training of vacation and temporary staff as directed.

3.8 Support 5%
To support the role of other colleagues, dealing with any issues that may arise in their absence.
4. Planning and Organisation

Effective forward planning and daily organisation to ensure customer needs are met at all times. Deadlines are often critical; failure to identify correctly the type and number of rooms for letting will result in unfulfilled bookings or lost sales resulting in loss of revenue. Planning activities are informed by the strategic objectives of the Department, the dates and duration of the vacation period and the dates of any major events such as the Festival etc, the properties available for leasing, advance bookings and statistical data showing business volumes and trends.

5. Problem Solving

Expected to deal with a variety of problems relating to the vacation letting business, these include changes to bookings and initial customer enquiries and complaints. Some problems will be of a more complex nature and need assistant in resolving them from the Commercial Services Manager.

6. Decision Making

- Agree rates with customer within agreed guidelines
- Utilise and maximise occupancy
- Maximise generated revenue
- Debt management and invoicing
- Assist with staff selection and recruitment

7. Key Contacts/Relationships

External communications with a wide range of organisations and individuals. Contacts include independent clients such as Tourists, and larger organisations such as Edinburgh Festival, Church of Scotland, Police, etc. Various personnel at all levels within Accommodation Services and other departments of Edinburgh University.

8. Knowledge, Skills and Experience Needed for the Job

- Excellent communication and interpersonal skills
- High awareness and concern for customer service requirements
- Ability to work under pressure
- Excellent organisation skills and ability to plan ahead to achieve required deadlines
- Computer literate particularly in the development and use of spreadsheets and database applications.
- Ability to manage significant financial transactions
- Ability to contribute to the devising, construction and implementation of department procedures

9. Dimensions

Provide support and customer care to over 30,000 commercial and internally to all other departments within Accommodation Services. Manage customer accounts from initial enquiry, to fulfil there onsite needs, to the aftercare. Follow University guidelines on invoicing and debt recovery management. Supervise 1 seasonal staff during vacation period, depending on business levels.
10. Job Context and any other relevant information

Work is largely self-directed and it will be expected to take all necessary actions and decisions regarding the day to day management of the function. Regular meetings will be held with the Customer Services Manager who will provide direction of a more strategic and long-term nature and assist in the resolution of problems as required.

This activity generates income in excess of £3,000,000 per annum. Rooms are leased for periods from 1 night to a diverse range of tenants including students, visiting professors, tourists, and many large groups. Over 2650 bed spaces are located at the Pollock Halls site for this purpose.