

Commercial Services & Facilities Management Co-Ordinator

Job Description

The Role

Job title:	Commercial Services & Facilities Management Co-ordinator
Department:	Commercial Services and Facilities
Responsible to:	Director of Commercial Services and Facilities
Location:	RAU, Cirencester and Swindon
Salary:	Grade 5: £23,715 - £27,929 per annum
Term:	Permanent: Full Time 35 hours per week
Relationships with:	Staff, students, parents, visitors, suppliers, contractors and other organisations

Purpose

To support the Director of Commercial Services and Facilities with the departmental operational management. To assist with the delivery of a range of business services and key projects. Working with relevant stakeholders ensuring the highest standard of customer service and delivering to demanding deadlines. Working pro-actively, problem solving, and managing a varied complex workload.

Key Responsibilities

1. To support the CS&F Director with the day to day management of the Commercial Services and Facilities team, providing an efficient, effective and quality operational service to the wider team.
2. To oversee, organise and / or support the delivery of ad hoc project work within the CS&F department. To provide support to relevant stakeholders on project work where applicable. Create and implement project work plans, delivery of time lines and monitoring outputs.
3. Participate in formal and informal meetings with stakeholders to establish business processes and project requirements, including taking minutes.

4. Build effective working relationships with departmental colleagues, stakeholders at all levels, clients and suppliers.
5. Understanding of the various software systems used within the department. Assist the Director of Commercial Services and facilities with the bi-annual review of these systems. Undertake project work regarding these systems where required.
6. Manage the CS&F Directors one to one and team meetings logging actions and following them up with relevant stakeholders to ensure actions are completed within a timely manner.
7. Provide back-up for the Accommodation Officer, assisting with student enquiries where applicable. Provide support for student open and induction days, various student events and assist with the accommodation registration at the start of the term.
8. Working with stakeholders to manage and co-ordinate annual revisions of pricing and profitability.
9. Co-ordinate the operational management of RAU Swindon.
10. Carry out such other tasks as may be requested by the Director of Commercial Services and Facilities.

Person Specification

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview C) Presentation
Qualifications:		
Educated to GCSE (or equivalent) level in Maths & English, grade C (4)	E	A
Educated to A Level or equivalent qualification	E	A
Business or IT related qualification	D	A
Knowledge and Experience:		
Good operating knowledge of Microsoft Word, Excel and Outlook	E	A, B, C
Experience of electronic diary management	E	A, B
Experience of providing face to face customer service	E	A, B

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview C) Presentation
Ability to work flexibly, demonstrating resilience and the ability to re-prioritise work as required in a dynamic environment	E	A, B, C
Able to work with a minimum of supervision, and to make administrative decisions based on a broad understanding of relevant policies or operational requirements	E	A, B
Experience of working in a Higher Education Environment	D	A
Experience in event management	E	A,C
Minute taking experience	E	A,B
Skills:		
A flexible, pro-active approach, exceptional organisational and prioritisation skills to enable delivery of a quality service	E	A, B, C
Excellent written and verbal communication skills, able to relate confidently and professionally to others	E	A, B, C
A commitment to a strong team ethos, and the ability to build strong working relationships with directors, colleagues and external stakeholders	E	A, B
Proven time management skills, attention to detail and accuracy	E	A, B
Excellent customer care skills	E	A,B

Application Procedure

If you are interested in applying for this position, please send:

- University [Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website www.rau.ac.uk) – you may attach your up to date CV if you wish to add additional information.
- Details of two referees who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post, and must include your current or most recent employer or their representative.
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk stating where you saw the advert for the role.

- **Closing date:** 25 September 2022 with **Interviews on:** 12 October 2022.
- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.

The RAU is an equal opportunities employer and we particularly welcome applications from black and minority ethnic candidates as they are underrepresented within the RAU at this level.