

## **JOB DESCRIPTION**

**Job Title: Space Booking Coordinator**

**Grade: 3**

**Responsible to: Head of Timetabling**

### **Job Purpose:**

The Timetabling and Space Booking Team are the central contact point for all Timetabling and Space Booking requirements. The role of the Space Booking Coordinator is to provide a consistent and reliable service for all staff and students at Falmouth University, Falmouth Exeter Plus and University of Exeter, Cornwall Campus. This role will involve booking spaces for meetings and student-led events, liaising with colleagues in Events, Caretaking, and IT services, as well as supporting the timetabling officers, team leader and Head of Timetabling in their roles. Timetabling and space booking is a dynamic, challenging environment where we need to ensure that agreed service levels and targets are achieved while maintaining and improving customer satisfaction and meeting continuous service delivery demands.

### **Specific responsibilities:**

Respond to Teams messages, assist with email queries, and serve as the primary point of contact for space booking enquiries.

Assist all staff and students with their space booking requirements, being mindful of space utilisation and ensuring accurate and timely entry of any bookings into the timetabling system (Term Time).

Assisting in selecting and advising users on suitable spaces for their needs, directing users to the self-service room booking portal and instructions.

Assist in the management of Room Booking profiles, their configuration within the system and their appropriateness.

Consult with Space Manager on any changes to configuration, capacity, and capabilities of space within the system, keeping other team members fully appraised.

Assist in producing reports using Microsoft packages.

Undertake some simple timetabling functions to support the wider team ensuring an understanding of the timetable system and its capabilities.

To maintain a first-class level of customer service ensuring all customers are treated efficiently and appropriately.

Maintain excellent verbal communication skills with the ability to communicate effectively with technical and non-technical colleagues at all levels in the organisation.

To be a highly motivated team player with the skills and ability to manage changing priorities.

To be able to work on your own initiative and find innovative solutions to queries that arise.

To assist in the creation, collation and maintenance of relevant documentation.

Exhibit a flexible approach to working and provide necessary cover where needed.

Be willing to attend internal training as necessary to keep up to date with the latest technology and internal system processes.

To work within the relevant legislation, policies, and procedures.

To actively support equality and diversity policies of Falmouth Exeter Plus.

To attend training courses as identified and agreed for appropriate development.

Working within the Health and Safety at Work Act, the postholder has a legal duty to take reasonable care of Health and Safety both for themselves and others who may be affected by their actions. They are also required to undertake Health and Safety training commensurate with the level required by the post and to take part in risk assessment procedures and the implementation of agreed recommended work practices within the area.

Undertaking other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility.

**PERSON SPECIFICATION****Post Title: Space Booking Coordinator**

<b>Attributes</b>	<b>Essential Requirements</b>	<b>Desirable Requirements</b>
<b>Education / Qualifications</b>	Educated to GCSE level in Maths and English or equivalent.	Evidence of continuing self-development
<b>Experience / Knowledge</b>	<p>Be able to comprehend and process large volumes of complex data.</p> <p>Experience of working with the public.</p> <p>Confident with IT and Microsoft Packages.</p> <p>Experience in creating and managing documentation</p>	Previous Customer service training
<b>Skills / Personal Requirements</b>	<p>Strong interpersonal skills with the ability to respond to requests and queries with a strong customer service focus.</p> <p>Ability to deal professionally with a wide range of people.</p> <p>Positive attitude</p> <p>Ability to work on their own initiative.</p> <p>Excellent time management and prioritisation skills</p> <p>Ability to work under pressure and deal with difficult and stressful situations.</p>	

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