

JOB DESCRIPTION

- Post:** Room Bookings & Lettings Assistant
- Responsible to:** Director of Learning, Assessment & Support
- Salary:** £23,492 - £25,580 per annum (Scale 4 Points 21-24)
37 Hours per week
- Conditions of Service:** Truro and Penwith College conditions of service
- Main Purpose of Job:** To provide comprehensive administrative support to the Operations and Examinations Team, with a primary focus on examination arrangements and internal/external events coordination. The postholder will ensure the efficient management of room bookings, timetable changes, and associated logistics across the College.
- Specific Duties:**
- Examinations Administration**
- Book all rooms required for College examinations across the Truro campus.
 - Organise and implement timetable changes for examinations and assessed performances, ensuring minimal disruption and clear communication.
- Room Booking & Events Coordination**
- Coordinate internal College events, including recurring and one-off room bookings, ensuring the efficient and effective use of College buildings and spaces.
 - Organise weekly Operational/Estates team meetings and manage Estates instructions via the College's Requestamatic system.
 - Enter and confirm internal room bookings for Enrichment activities, ensuring accurate display on student timetables.
 - Manage reservations for external lettings, including sports facilities operating outside the general College timetable.
 - Liaise with Estates and support teams to ensure appropriate facilities, equipment, and resources are arranged.
 - Maintain and communicate updates to the College events calendar.
 - Respond promptly to queries relating to internal and external bookings, lettings, and events.
 - Assist with planning and booking operational events (e.g., Parents' Evenings, Open Days, Taster

Events), including evening or weekend commitments (TOIL applies).

- Provide additional administrative support to other College areas as required.

Quality, Efficiency & Continuous Improvement

- Contribute to ongoing improvements in the efficiency and accuracy of room booking and examination scheduling processes.
- Maintain high standards of service for academic faculties and support teams.
- Embrace continuous improvement and adapt effectively to evolving operational needs.

General Requirements:

As a member of staff, the post-holder will be required to further the agreed aims of the College by participating fully in the following:

The first six months of your employment will be a probationary period, during which your suitability for the position to which you have been appointed will be assessed

To participate in the scheme for appraisal and review of performance adopted by the College.

The provision of a high-quality environment for student learning and associated activities.

Student Welfare and Support Services.

To be responsible for promoting equality and diversity in line with College procedures.

The development of a flexible and responsive institution.

To act responsibly in using resources including contributing and complying with efforts and initiatives to reduce carbon emissions.

To always maintain the highest standards of professional behaviour (including compliance with the staff Code of Conduct), with a positive and student focused approach.

College Promotional and Marketing Activities.

The safe and appropriate use of College equipment, premises and property.

Health and Safety Procedures as laid out in the College Health and Safety Policy.

Staff Development Activities.

General College Developments.

All members of staff must be prepared for changes in their responsibilities and work.

The postholder will also be required to undertake such other tasks as the Principal from time to time may determine.

All members of staff are required as part of their duties to accept responsibility for safeguarding, Prevent and promoting the welfare of children and vulnerable adults.

PERSON SPECIFICATION

Room Bookings & Lettings Assistant

Ideally, the person appointed will have the following skills and experience:

Qualifications

Essential

- Educated to Level 2 (GCSE or equivalent) in English and Maths.
- Evidence of ongoing professional development relevant to administrative or organisational work.

Desirable

- Level 3 qualification in Business Administration or related field.
- Training or certification in event coordination, data management, or customer service.
- Familiarity with examination regulations or timetabling systems in an educational setting.

Experience

Essential

- Experience providing administrative support in a busy, multi-functional environment.
- Demonstrated experience coordinating meetings, bookings, or logistical arrangements.
- Experience managing conflicting priorities and working to tight deadlines.
- Experience using databases, booking systems, or digital workflow tools.

Desirable

- Prior experience working in an educational institution, particularly in examinations or timetabling.
- Experience organising internal or external events.
- Experience liaising with Estates, Operations, or external stakeholders (e.g., venue bookings, lettings).
- Experience maintaining calendars, schedules, or timetables for large groups.

Skills & Competencies

Essential

- Strong organisational skills with the ability to manage multiple tasks and maintain accuracy.
- Excellent attention to detail, particularly when handling timetables, rooming arrangements, and examinations data.
- Confident user of IT systems, including Microsoft Office (Outlook, Word, Excel), scheduling tools, and databases.
- Clear and effective communication skills, both written and verbal.
- Ability to work proactively, problem-solve, and identify improvements to processes.
- Ability to work independently and as part of a team.
- Ability to respond promptly and professionally to enquiries from staff, students, and external partners.

Desirable

- Ability to interpret and apply examinations regulations or operational procedures.
- Knowledge of room-booking software or event-management systems.
- Competence in coordinating resources such as facilities, equipment, or Estates support.

Personal Qualities

Essential

- Reliable, flexible, and approachable.
- Calm and professional under pressure, particularly during peak exam periods or large events.
- Positive attitude toward continuous improvement and adapting to changing operational needs.
- Strong customer-focused approach when supporting academic staff, support teams, students, and external clients.
- Willingness to work occasional evenings or weekends for key College events (with TOIL).

The College is registered with the Disclosure and Barring Service and the successful applicant will be required to apply for a Disclosure at the enhanced level. If you apply for a job with vulnerable people when you know you are on a barred list, you could be fined or face a prison sentence.

Truro and Penwith College are committed to ensuring a culture of valuing diversity and ensuring equality of opportunities.

THE TRURO & PENWITH COLLEGE VISION

LOOK FURTHER REACH FURTHER GO FURTHER

OUR AMBITIONS

LOOK FURTHER

- **Aspiration:** Students gain the confidence and self-belief to set ambitious progression and career goals
- **Inspiration:** Students are inspired by interactions with staff, stakeholders and alumni

REACH FURTHER

- **Triumph:** Students exceed expectation and achieve their full potential
- **Talent:** Expert lecturers with a passion for teaching, learning and assessment
- **T&PC Magic:** exceptional facilities, enrichment and opportunities

GO FURTHER

- **Progression:** Students progress to competitive universities, apprenticeships and jobs that provide strong foundations for successful careers
- **Prosper:** Students develop the skills needed to flourish at university or in employment
- **Productivity:** Students gain the skills employers need, supporting the economy to thrive

OUR VALUES

Our values, chosen by staff and students, provide the foundations for a high-performing inclusive culture in which our ambitions can be realised.

WELLBEING

Looking after our own physical, social and emotional wellbeing; the most important foundation for a happy, healthy and prosperous future.

ENGAGEMENT

Taking full advantage of the opportunities available to us, both at college and beyond.

ASPIRATION

Wanting the best future for ourselves and having the self-belief that we can achieve it; looking beyond the horizon we may initially see.

RESPECT

Playing an active part in creating positive inclusive communities, where everyone is valued and respected.