

CANDIDATE PACK

Sales Representative (Summer Accommodation)

Finance- Commercial Services

UNIVERSITY OF
WESTMINSTER 



OUR UNIVERSITY

Under the inspirational leadership of Professor Peter Bonfield OBE, the University of Westminster is a place where discoveries are made, barriers are broken, diversity is celebrated and where everyone is welcome. Serving more than 21,000 undergraduate, postgraduate, apprentice and executive students, our mission is to transform the lives of young people from all backgrounds. We seek to make the world a more inclusive, sustainable, better and healthier place through our educational, research and knowledge exchange endeavours.

Since our founding in 1838 we have stood out as innovators, committed to tackling social inequalities. In 2021, our University ranked 2nd in England out of more than 100 higher education institutions for social mobility. The ranking - produced by the Institute for Fiscal Studies and the Sutton Trust - compares the number of students from low-income backgrounds at universities, and the extent to which their studies helped them to move up the income ladder. Westminster has the second highest performance among universities in England.

As we focus forward to 2029, we will continue to do so in a way that is true to our progressive, compassionate and responsible values. Our education offer will be more personalised and authentic, giving students from all backgrounds an opportunity of transformative learning, helping them succeed in their studies and professional lives. Our curriculum will be employability-linked, leading to stronger outcomes and helping prepare our graduates for the world of work and for life. Our research and knowledge exchange will enable us to maximise our positive impact on societies in the UK and around the world in an environment where everyone is inspired to succeed. Our priorities of wellbeing, inclusion and sustainable development will help us as we navigate through the challenges and opportunities towards 2029.



OUR PRIORITIES

The University's 2022-2029 strategy, *Being Westminster*, sets us apart and builds on our unique history and achievements. In our University, we value social justice, moral conscience, inclusivity and equality, acting positively together to make change for good.

The University of Westminster has three priorities.

WELLBEING

Working and studying together at Westminster as a community of students and colleagues is a big part of our lives – doing so in an environment that places our wellbeing front, and centre helps us to be safe and feel safe. We care for the safety, health and wellbeing of those around us as well as ourselves.

INCLUSION

All Westminster, colleagues and students are in a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and is a place where harassment and discrimination are not tolerated. As a responsible institution, we strive to ensure and to champion equality. As a progressive institution, we take pride in our diversity. As a compassionate institution, we commit to an inclusive culture that allows students and colleagues to reach their full potential.

SUSTAINABLE DEVELOPMENT

We take inspiration from the 17 United Nations' Sustainable Development Goals (SDGs) in how we drive our actions and activities and governance across our University. As a community, we bring together our collective energies to play our part in addressing the climate crisis and inequalities to enable a more sustainable and socially just world. We are one of the top 20 universities in the world in SDG 5 for providing equal access and supporting the academic progression of women. We are one of the top 25 universities in the world in SDG 10 tackling economic, health based and international inequalities. We are in the top 50 universities in SDG 12 for promoting resource and energy efficiency, having a sustainable infrastructure, and providing access to basic services for all.



OUR OBJECTIVES 2022-2029

Against a backdrop of a changing and challenging higher education environment, the University has recently completed a major review of its objectives and strategy and has published its commitments for the period 2022-29.

EDUCATION

We will offer personalised and authentic education, underpinned by an inclusive curriculum, to enable all our students, from all backgrounds, to engage in transformative learning and to succeed in their studies and professional lives. We will address global, political, and social challenges through a relevant demand-led and forward-looking portfolio. We will do this by offering authentic teaching, learning and assessment modes which immerse students in the wider-world through live projects, work-based learning and global opportunities. We will invest in our people to enable all teaching colleagues to plan and deliver exceptional learning experiences and professional colleagues to offer exceptional support. Students will be empowered by working in partnership with colleagues and fellow students to shape the Westminster experience. We will develop an integrated physical and digital environment that supports excellent practical, active and collaborative learning for all our students.

RESEARCH AND KNOWLEDGE EXCHANGE

Research and knowledge exchange are fundamental to our commitment to making a positive difference to the world and transforming lives. We are committed to research in four priority areas: Diversity and Inclusion; Health Innovation and Wellbeing; Sustainable Cities and the Urban Environment; Arts, Communication and Culture. Our excellence in research and knowledge exchange will infuse our education endeavour, inspiring and equipping our students as agents of change locally as well as globally. We will continue to grow our community of PhD researchers, ensuring that the Westminster postgraduate research experience remains sector leading and the foundation for great careers. In knowledge exchange we will focus on engagement with government, business and with the public and local community. We will achieve more when we identify shared interests and build partnerships with our communities and collaborate for the public good with a clear civic purpose.

EMPLOYABILITY

We will ensure that all our students benefit from employability-led learning and purposeful engagement with employers, business and industry, to give students from every background the best possible preparation for the world of work and enable the best possible employability outcomes. We will do this through the further extension and embedding of programmes such as work-based and placement learning; the Westminster Employability Award; Westminster Working Cultures; mentoring; and student enterprise. Employability-related learning will be a core and critical part of the courses and curriculum we offer, right across the University. It will be front and centre of life at the University for students and colleagues.



A key priority will be the development of a dedicated Centre for Employability and Enterprise at 29 Marylebone Road, intended to transform our student experience and our engagement with business, industry and employers. The Centre will provide a game-changing experience through which undergraduate and postgraduate students from across Westminster will come together and practise enterprise; develop an entrepreneurial mindset and skills; access training, work, projects, business advice and mentoring; and connect directly with employers. The future-focused environment of the Centre will scale up our employability provision, helping our students to be 'fit for the future' in the most challenging of post-pandemic labour markets and economic environments. It will strengthen links between our UK-based and international employer partners and our motivated, bright, work-ready students, affording employers access to a diverse mix of people right for the needs of the contemporary workforce.

GLOBAL ENGAGEMENT

We will raise the international reputation and reach of the University, ensuring that 30% of our undergraduate community and 70% of our taught postgraduates come to us from overseas. Overseas partnerships will remain central to our global engagements. We will prioritise the outward mobility of our students to partner institutions, contributing to students' development of employability skills and competences. We will extend and deepen our Trans-National Education relationships. These partnerships, particularly that with Westminster International University in Tashkent, will move beyond franchised or validated arrangements to embrace employability, alumni-related research, CPD and knowledge exchange connections.



OUR STRUCTURE

ACADEMIC STRUCTURE

Our structure is built to deliver an enhanced learning environment, stronger and broader industrial, international and professional connections and pioneering and impactful research. The University comprises three Colleges:

Westminster Business School

- School of Organisations, Economy and Society
- School of Finance and Accounting
- School of Applied Management
- School of Management and Marketing

Design, Creative and Digital Industries

- School of Architecture and Cities
- Westminster School of Arts
- School of Computer Science and Engineering
- Westminster School of Media and Communications

Liberal Arts and Sciences

- School of Social Sciences
- Westminster Law School
- School of Humanities
- School of Life Sciences

The University Executive Board comprises:

- Vice Chancellor and President
- Deputy Vice Chancellor (Employability and Global Engagement)
- Deputy Vice Chancellor (Education and Students)
- Deputy Vice Chancellor (Research and Knowledge Exchange)
- Chief Operating Officer and University Secretary
- Three Heads of College

PROFESSIONAL SERVICES

Our Professional Services teams support the effective and professional delivery of our teaching, research and knowledge exchange and the management of student residences and sports facilities.

- Academic Registry
- Business Engagement
- Estates
- Finance and Commercial Activities
- Global Recruitment, Admissions, Marketing and Communications
- Information Systems and Support
- People, Culture and Wellbeing
- Strategy, Planning and Performance
- Student and Academic Services



JOB DESCRIPTION

Job Title: Sales Representative (Summer Accommodation)

Reports to: Sales Manager - Summer Accommodation, Commercial Services

Department: Finance

Grade: NG3

ROLE PURPOSE

To respond to enquiries and administer the sale, booking, invoicing and delivery of successful accommodation individual and group bookings. To work within departmental sales and operational plans to achieve income targets.

PRINCIPAL ACCOUNTABILITIES

1. To deal with all customer enquiries in a professional manner and within set guidelines, demonstrating sound knowledge of all aspects of the products on offer. Facilitate the transformation of all enquiries into confirmed sales.
2. To undertake the administration of all sales on related bookings/sales using software and management information systems.
3. To ensure that each stage of a sale is completed in a timely and accurate manner including preparation of quotations, confirmation of requirements, issuing of contracts and invoices, service delivery and payment collection.
4. To liaise with service delivery colleagues on campuses and in the halls of residence and ensure clients requirements are clearly communicated and can be delivered. To provide exceptional customer service in all circumstances and to manage customer expectations accordingly.
5. To follow financial procedures for all Sales, including issuing cost estimates, quotations and invoices, monitoring and recording payment, notifying outstanding debts.
6. To be conversant with the products and services offered by all other sections in Commercial Services and support cross-selling and joint marketing initiatives.
7. To provide timely and accurate information to other University service providers or contractors to co-ordinate clients' requirements, in line with departmental guidelines. Be conversant with any service level agreements/standards of procedures, resolve minor deficiencies and notify line management of any areas that require improvement. On occasion to attend venues in advance of client's arrival, to check that customers' expectations have been met.
8. To arrange and conduct client visits, tours and viewing of facilities and services.



9. To assist the Sales Manager to seek and build ongoing relationships with clients in order to sell services in line with the departmental Sales and Marketing operational plan and budget targets. To assist with ongoing market research and analysis.
10. To represent the University at marketing events, road shows and exhibition as and when required by the Sale Manager.
11. To undertake any other duties as appropriate and within the post holder's competence by their line manager.

CONTENT

The Commercial Services sales team prime responsibility to generate commercial income from summer accommodation and venue hire within the overall aims and objectives of the University. During the summer vacation, the University Halls of Residence are open to students, tourist groups and individuals, for long or short stays, who have a wide range of different requirements. Venues including classrooms, lecture theatres, meeting rooms, are all hired when not used for academic purposes which is primarily evenings, weekends and non-term time.

The department is sales focused, and the team will strive to achieve and exceed the targets they are set. Interaction and effective liaison with many other University departments is paramount to the success of the overall department.

Sales Representative provides frontline customer service to a high standard, with excellent customer care and organisational skills. Customers include a wide variety of external organisations, internal departments and individuals.

It is a largely reactive sales role responding to incoming enquiries by phone and email and repeat client bookings, requiring strong account management and administration skills, with some elements of proactive sales.

DIMENSIONS

Sales Representative is part of a team who reports to the Sales Manager. Under their direction, Sales Representative will implement the Sales and Marketing operational plans, demonstrating a clear commitment to achieving or exceeding the budget targets they are given. These will form part of the circa £3million target for all commercial activities. Sales Representative has no expenditure budget responsibilities.

Effective liaison and teamwork are essential both within the department and the wider team of service delivery staff at several venues in central London and Harrow. The role will involve some travelling between various University sites.

OTHER

This is a seasonal, fixed term contract lasting up to 8 months. The post holder will work 35 hours a week but, at busy times, there is a requirement to work on a more flexible timetable. Annual leave will be limited to one week between June and August. There will be an occasional requirement to work in the evenings and sometimes at weekends, in which case time in lieu is offered during weekdays.



PERSON SPECIFICATION

QUALIFICATIONS

Essential

- GCSE or equivalent in core subjects, with a C grade or above in Maths and English.
- Evidence of good literacy and numeracy.

Desirable

- Post GCSE qualifications in business administration, sales and/or marketing

TRAINING AND EXPERIENCE

Essential

- Sales, customer care and service experience in commercial or/and academic environment.
- Experience of event organization and related administration.
- Knowledge of relevant sales/administration packages & internet sales.
- Experience of processing payments and other receipts
- Experience of complaint handling / resolution.
- Computer literacy with word processing Excel at intermediate level.

Desirable

- Credit control and budgetary experience.
- Experience of working in either student / hostel or budget accommodation.
- Customer service training

APTITUDES, ABILITIES AND PERSONAL ATTRIBUTES

Essential

- Evidence of skill in sales conversions and customer retention.
- Understanding of importance product knowledge.
- Ability to work to tight deadlines.
- Ability to work within a team and on own initiative.
- Ability to organise own workload.
- Good interpersonal and communication skills.
- Flexible and positive approach to day-to-day operations.
- Tact, diplomacy and patience.
- Fully committed to contributing to a stimulating learning and working environment that is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.

Desirable

- Negotiating skills.
- Resourcefulness and willingness to adapt to change.



HOW TO APPLY

To apply for this vacancy, please visit our [vacancies page](#) where you will be able to download our application form template. You will then be requested to complete a quick registration before being able to upload completed application form and any supporting documentation.

Applications should include:

- A concise statement in support (ideally no longer than two pages), addressing the criteria in the Person Specification and motivation for applying.
- You may also include an up to date curriculum vitae.
- names and contact details of two referees (although referees will only be approached at offer stage).

The deadline for receipt of applications is midnight on 03 February 2025.

Interviews will take place on week commencing 12 February 2025.

An appointment will be made subject to proof of eligibility to work in the UK and satisfactory references being obtained.

At the University of Westminster, diversity, inclusion and equality of opportunity are at the core of how we engage with students, colleagues, applicants, visitors and all our stakeholders.

We are fully committed to enabling a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.

The University has adopted Smart Working principles to support and further our Equality, Diversity and Inclusion aims of being an inclusive, collaborative and flexible employer. Further details of Smart Working can be discussed at interview stage.



OUR BENEFITS

The University offers a range of wellbeing and work-life balance benefits to recognise and reward the essential contribution our colleagues make to success and growth. Our benefits are inclusive for colleagues of all backgrounds including LGBTQ+ colleagues, disabled colleagues, pregnant colleagues, parents and carers, as well as colleagues of all genders, age, ethnicities, nationalities, religion and beliefs, and marriage and civil partnership status.

- 35 days annual leave per year, plus bank/national holidays and University of Westminster closure days (pro-rata for part-time staff).
- A generous occupational pension scheme.
- Annual incremental progression and/or cost of living reviews.
- Generous maternity, paternity and adoption leave.
- Flexible working and smart working.
- Learning and development opportunities.
- Free membership rates for a wide range of sporting facilities, including gyms at Regent Street and Harrow campuses, as well as the Chiswick Sports Ground.
- Employee assistance programme.
- The opportunity to participate in other attractive employee benefit schemes such as Cycle to Work, Eye Care Vouchers, Season Ticket Loans, and Give As You Earn.





[westminster.ac.uk](https://www.westminster.ac.uk)

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