

Role Title	Operations Volunteer
Department / Institution	North West Cambridge Development/ Lodge – Accommodation Service

Why we want you

We need several volunteers who can assist our new residents to find their way around the North West Cambridge development, help to direct them to their accommodation, show them where to find shops and facilities, and to offer a welcome drink.

What you will gain from this role

You will be helping to create a warm and welcoming atmosphere to the first residents who move onto the site and into their new apartments. This is an exciting opportunity to meet many different people.

Skills required

The ability to read and speak English is essential. To use a computer and database would be helpful, as well as to have some general knowledge of Cambridge. To have an enthusiastic, helpful and welcoming approach are essential attributes, as well as the need to show reliability and commitment.

Information on the following websites:

www.accommodation.cam.ac.uk

www.nwcambbridge.co.uk

When	Monday to Friday 0830 -1730 hours
Time commitment	Ideally committing to a week of whole mornings/ whole afternoons/ or a set number of days per week
Duration	Until all the residents have moved in – approximately October 2017
Responsible to	The Area Housing Manager/ Head of the Accommodation Service
Training and support	Yes

Legal check requirements for this role

We have a legal responsibility to ensure that you have the right to volunteer in the UK before you can start volunteering for us. If you do not have the right to volunteer in the UK already we will not be able to progress your interest any further.

DBS Check required? NO

How to apply for this volunteer role

To submit an expression of interest in this role please email: nwcresidences@admin.cam.ac.uk

Should you have any questions that are not covered by the Role Profile sheet then please email: nb200@cam.ac.uk

General Information

The University of Cambridge North West Cambridge Development

The University of Cambridge is one of the world's oldest and most successful universities, with an outstanding reputation for academic achievement and research. The University is in the process of constructing a development on a 150 hectare site to the north-west of the City. The intention is to create a mixed use scheme which will provide private market housing, commercial research space, sports and community facilities as well as both academic and residential facilities for the University. The scheme is expected to take up to twenty years to complete. Longer term, the development will include 1500 market homes, 1500 affordable homes (for use by University staff), 2000 student rooms, academic and commercial research space, a retail centre including a supermarket, a hotel and senior living accommodation, a community centre, a primary school, GP surgery and sports facilities.

Lodge is the Key Worker Housing Company overseeing the letting of the rented properties. Lodge will be responsible for the management and maintenance of the 1500 key worker homes, let through assured shorthold tenancies to University employees nominated by the University's Accommodation Service. Lodge will be wholly owned by the University and will take a lease of the KWH properties from Portal. Lodge will also be responsible for the maintenance and management of the student buildings (2000 rooms in total).

The Accommodation Service acts as a welcome centre for members of and visitors to the University. The Department assists over 14,000 people per year and we may be their first opportunity of seeing how the University operates and treats its customers.

From May /June through to October 2017, the Key Worker Housing Company team (Lodge) will be commencing occupation of the first 500 apartments to key workers of the University, Colleges and Affiliated Institutions

The Volunteer role is part of a small team within the Key Worker Housing Company (Lodge), specifically aimed at supporting and implementing the successful occupation of the first phase of key worker housing to achieve high resident satisfaction levels.