



JESUS COLLEGE CAMBRIDGE

Job Description

Job title:	West Court Receptionist
Department:	Conference and Catering, West Court Facility
Reporting to:	Conference and Events Operations Manager
Responsible For:	N/A
Location:	Jesus College, Cambridge
Hours:	37.5 Hours per Week
Holidays:	25 days annual leave, plus 8 bank holidays. On occasion it may be necessary to work public holidays, in which case a day in lieu will be given.
Salary range:	£24,217 – Jesus College Salary Scale Point 14

This job description is a guide to the work the post-holder may be required to undertake but does not form part of the contract of employment and may change from time to time to reflect changing circumstances.

Job summary

The West Court receptionist is the first point of contact at West Court and their main objective is to create a warm, professional, welcoming environment for all our guests. Simultaneously, you will manage bed and breakfast bookings and supporting the busy conference team.

GENERAL OBJECTIVES

- Managing face-to-face, email and telephone communications with a calm, professional approach, a high level of organisation and to the agreed customer service quality standards.
- Efficiently using multiple IT and technology systems to manage bed and breakfast bookings with reliability and accuracy, ensuring the customer always receives what they booked.
- Confidently managing the security aspects of the role; applying and implementing security protocol as necessary. This is supported by the Porters' Lodge.

Part of Jesus College, the West Court and the Forum facilities are homes for academic symposia, conferences, lectures and debates - as well as providing a number of dining rooms along with a cafe bar and pavilion with adjoining terraces. Our comprehensive meeting facilities comprise of conference rooms including a multi-functional auditorium equipped with the latest communications technology seating up to 180 delegates.

West Court also offers a range of luxury bedrooms, which are available all year round. In September 2020, the Forum building was completed, bringing additional meetings and catering spaces to the College portfolio of facilities.

KEY TASKS AND RESPONSIBILITIES:

Reception and Customer Experience:

- On a shift-based rota, overseeing reception throughout the day with exemplary customer service, including opening and closing reception following the correct safety and security procedures.
- Greeting all visitors arriving at West Court Reception in accordance with our service level agreements and ensuring the smooth running of the client experience during their time with us. This can include but is not limited to: booking taxis, giving out local information/maps/directions, checking conference or dining details, storing luggage, advising them on special requests and suchlike.
- Handling general enquiries and feedback made by guests in the West Court facility and referring them as necessary, speaking using clear and professional language. Confident and calm when managing high-stress situations. Interacting with guests in a genuine, interested manner. This involves face-to-face, telephone and email enquiries.
- Anticipating and addressing guests' service needs; assisting individuals with additional and/or accessibility needs
- Taking and recording of messages for all guests and conference organisers, be it through email, face to face or telephone, and ensuring that they are delivered to the relevant person in a timely manner.
- Dealing with any associated administration and ensuring files/folders and lists are kept up-to-date and in good order.
- Ensuring that there is a comprehensive handover with the rest of the West Court Reception team.
- Looking to maintain and improve current systems and procedures to maintain and comply with all College and legal requirements in order to achieve service excellence and best practice.
- Proactive upkeep and tidiness of the reception and lobby areas throughout the day.
- Collaborating with the rest of the team to manage stock of stationary and suchlike that facilitates your role.
- Collaborating with management to develop and implement new ideas, procedures and set goals to continuously improve department performance.
- Always acting as an ambassador for Jesus College to maintain the College's professional reputation.
- To attend appropriate meetings/training as and when required and/or offered.

Bookings and Administration

- Making new B&B bookings by email (Outlook), webforms and third-party websites such as Booking.com. This includes understanding the detail of the enquiry, checking availability, making the booking on the booking system, and responding to subsequent customer communications.
- Taking payment for accommodation, as and when required, ensuring that it is recorded.
- Running the final reports at the end of every day and ensuring that this is securely delivered to the Porters' Lodge.
- Work closely with the Housekeeping team to ensure all bedrooms are ready on time for our guests.
- Dealing with any associated administration and ensuring files/folders and lists are kept up-to-date and in good order; electronic key card management, including monitoring stock of key cards or deleting cards not returned from the system; keeping visitor's lists and issuing security passes as required; protecting the privacy and safety of guests.

Safety and Security

- Working closely with the Porters Lodge to ensure that the safety and security of the building is maintained.
- Being aware of the buildings evacuation procedure and helping to manage any evacuation procedure.
- Monitoring CCTV cameras and reporting suspicious activity to the Duty Porters.
- Reporting any maintenance issues via the College fault reporting system.

Conference Support

- Supporting the Catering and Conference Teams with administrative and operational tasks. This can include but is not limited to printing and displaying signs, supporting with the coffee station on the ground floor foyer, taking part in show-rounds and allocating bedrooms for conferences.
- Maintaining effective and constructive communications with all departments in the Catering and Conference Department and with other departments within the College.
- Checking that rooms are set up correctly for conference events in the West Court facility.
- Undertaking quality checks of the facilities during your working hours and scheduling these yourself around your other duties. Reporting any feedback to the appropriate team, individual or manager.
- Undertaking any other related duties that arise due to the nature and character of the post.
- Proactively liaising with the Conference team and Catering Supervisors to ensure an effective operation.
- Being aware of the programme of events in College.

Additional Information

- Hours: Hours of duty - 37.5 hours per week working a shift pattern which includes daytime, evening and weekend shifts. (hours are normally between 7.00am and 8.30pm)
- Holidays: 25 days annually, plus statutory bank holidays or days in lieu if bank holidays are required to be worked. Few holiday days must be kept for our Christmas closure. All periods of leave must be approved in advance with the Conference and Events Operations Manager

Benefits

- Membership of a defined contribution pension scheme with a death-in-service benefit of two times salary
- Membership of a healthcare cash plan
- Free daily staff lunch when in College
- Access to a range of family friendly policies and welfare support services, including maternity coaching
- Non-contractual bonus payment
- Staff Forum and a Staff Social Committee that organises Christmas & Summer staff events
- Cycle to work scheme
- Use of the College Gym, Tennis courts and Library

Probation period

The appointment will be subject to an initial probationary period of three months during which the appointment may be terminated by one week's notice on either side. Following the successful

completion of the probationary period, the period of notice would be one months' notice on either side.

Equal Opportunities and Data Protection

The College is actively committed to including and supporting all under-represented groups, and promoting an inclusive culture, valuing diversity. The College encourages applications from all sections of society.

The College has a responsibility to ensure that all employees are eligible to live and work in the UK.

In applying for this role, you will provide personal data which the College will process in accordance with its data protection obligations and Data Protection Policy. Please ask the HR department for further details if required.

How to apply

- Please download and complete our College Application and Equal Opportunities Forms, which can be found online at www.jesus.cam.ac.uk/college/people/vacancies
- Completed forms along with a copy of your CV must arrive by 12 Noon on Monday 20 March 2023. Please send completed forms to Angela Abbott jobs@jesus.cam.ac.uk.