JOB TITLE: Receptionist

DEPARTMENT/TEAM/LOCATION: Conference and Catering Department

REPORTS TO: Head Reception & Reservations Manager / Manciple.

STAFF RESPONSIBLE FOR: N/A

MAIN PURPOSE OF THE JOB:

West Court is a home for academic symposia, conferences, lectures and debate- as well as providing a dining room for 54 guests along with a café bar and pavilion with adjoining terraces. Our comprehensive meeting facilities compromise of 6 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.

The Receptionists will provide a professional, friendly and efficient reception service for all guests visiting West Court. As the first point of contact, the Receptionist will play an integral role in making our guests feel welcome and dealing with their enquiries and requests whilst they are with us.

MAIN RESPONSIBILITIES:

- Greeting all conference and accommodation visitors to the building and ensuring the smooth running of the guest and client experience as they arrive at the College.
- Ensuring that the safety and security procedures for the reception area are followed.
- Checking guests in and out of their accommodation.
- General upkeep and tidiness of the reception and lobby areas.
- Keeping visitor’s lists and issuing security passes as required.
- Being aware of the daily and weekly calendar of events and liaising with the Catering and Conference Teams to ensure that all departments work together to deliver the events professionally and smoothly.
- Supporting the Catering and Conference Teams with administrative and operational tasks as and when required.
- Handling general enquiries or any complaints made by guests and referring them on as necessary. This involves face-to-face, telephone and email enquiries.
- Receiving and transferring phone calls to other departments and individuals based in West Court.
- Ensuring that there is a comprehensive handover with the other Receptionists.
- Taking and recording of messages for visitors and conference guests and ensuring that they are delivered in a timely manner
- Managing the booking system for bed and breakfast guests and allocating accommodation. This also involves the management of our room availability on 3rd party sites i.e. Booking.com.
- Printing off the daily arrivals and departure sheets every morning.
- Working closely with the Porters Lodge to ensure that the safety and security of the building is maintained.
- Taking payment for accommodation, as and when required, ensuring that it is recorded.
- Being aware of the buildings evacuation procedure and helping to manage any evacuation procedure.
- Reporting any maintenance issues with the bedrooms via the College fault reporting system on JNet.
- Dealing with any associated administration and ensuring files/folders and lists are kept up-to-date and in good order.
- Ensuring that electronic key cards, that are not returned, are deleted from the system and replaced.
- Monitoring of the online electronic doors.
- Monitoring of the CCTV cameras and reporting any suspicious activity to the Duty Porters.
- Control of the rear delivery gate via the intercom and gate release system.
- Ensuring that there are sufficient stationery supplies.

ADDITIONAL RESPONSIBILITIES:

Any other task as may be required from time to time as directed by the Head Reception & Reservations Manager, Manciple and Catering Operations Manager, Conference and Events Manager and Head Porter, commensurate with the role, level of responsibility and person specification.

SCALE OF RESPONSIBILITY:

To undertake tasks in an efficient manner with minimal supervision and referring queries as appropriate.

ADDITIONAL INFORMATION:

TERMS AND CONDITIONS

Salary: Based on Step 10 of the College Salary Scale: £22,213 per annum (based on 40 hours per week). Working a shift pattern which includes early, late and weekend shifts.

- Holidays: 25 days annually, plus Bank holidays. Approximately 4 days holiday should be taken during the Christmas closure. The remaining days are taken by arrangement in advance with the Head Reception & Reservations Manager.

- The College operates an optional defined contribution Pension Scheme.

- A car parking space for use by the employee only, can be provided if required.

- A free meal whilst on duty