



RECRUITMENT PACK

This document includes the following information:

- Job Description
 - Person Specification
 - Additional information
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Making an application:

When completing the on-line application form you will be asked to answer questions to help you demonstrate how you meet the requirements of the post. Your answers will be used at the shortlisting and interview stages of the recruitment process. We therefore recommend that you take a copy of this recruitment pack to help with your preparation.

NOTE: You don't have to answer the questions in one attempt, but can save your incomplete application and return to it at another time. You may want to draft your answers using Microsoft Word and then copy your text into the application form. Please be aware that formatting (eg. underline, bold, bulleting) will be lost in this process. If you are using an Apple product you will need to use an alternative web browser to Safari such as Google Chrome.

- Links to Guidance Notes and Frequently Asked Questions can be found on the Search Results page. These pages will open in a new window.
- We recommend that you take a copy of this recruitment pack to help with your preparation.

A commitment to sustaining an inclusive and diverse community is one of the University's Core Values and we are keen to address any imbalances in our workforce.

We are proud to have been a Two Ticks employer since August 2008 and, as part of our commitment to this scheme, we guarantee an interview to any candidate with a disability who meets the essential criteria for the post. We also work in partnership with national disability organisation DisabledGo who provide detailed online access guides to many of our campus buildings and facilities which you may find useful.

Please note: We are only accepting on-line applications for this post. However, if you have a disability that makes it difficult for you to provide us with information in this way, please contact the Resourcing Team (01206-874588/873521) for help.

Closing Date: 30 September 2016

**Produced on behalf of Wivenhoe House Hotel Limited by:
University of Essex Resourcing Team
Human Resources
Wivenhoe Park
Colchester CO4 3SQ
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Wivenhoe House Hotel Limited (WHH) is a wholly owned company of the University of Essex. Please note that this post is being advertised by the University on behalf of WHH and some aspects of the information provided on the University recruitment website will not apply to this appointment. The Terms of Appointment relating to this post are published on the website alongside this document.

Data Protection: WHH shares recruitment data with the University of Essex who provide Human Resources services.

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www.wivenhoehouse.co.uk



Wivenhoe House Hotel Limited

JOB DESCRIPTION – Job ref REQ00224

Job Title and Grade:	Conference and Events Operations Supervisor Grade 4
Contract:	Permanent, full-time
Hours:	40 hours per week (to be worked flexibly 5 days from 7)
Salary:	£19,816 - £21,653 per annum
Responsible to:	Conference and Events Manager
Purpose of job:	To supervise the operations team to ensure the smooth running of conference, events and wedding bookings** and to ensure that all customer requirements are met on the day of the event.

Duties of the Post:

Please note that applicants must be physically able to carry out the duties of the post which includes setting up tables, chairs and other equipment in order to meet the needs of our customers.

The main duties of the post will include:

1. To oversee the set up and running of conferences and events to ensure that customer expectations are met.
2. To follow a detailed function sheet to ensure the setup of the event is correct and the running order of the event is followed.
3. To ensure the effective breakdown of functions and facilities and that equipment is safely stored.
4. To ensure customer requirements for conference and events are made available to all stakeholders in good time.
5. Ensure that all Conference and Events employees (including students) are correctly and smartly dressed at all times, and that they offer professional and courteous service to their customers.
6. Deliver service excellence in accordance with hotel standards at all times.
7. Ensure that stock levels are maintained to ensure that Events run effectively whilst meeting budget requirements.
8. Motivate and delegate tasks to students working with the Conference and Events Department.

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9. Work closely with the professional practitioners and academic practitioners to ensure that students receive appropriate mentoring and coaching to achieve their required learning outcomes and complete student professional competency reports.
10. Ensure maximum security in all areas under your control and that staff are fully aware of the importance of key security.
11. Work with the Conference Manager to evaluate feedback and incorporate learning into future plans.
12. Ensure that all Conference and Events areas are clean and well maintained and ready for viewings when not in use.
13. To be readily available at all times to deal with problems or complaints.
14. Carry out systematic checks of department for maintenance requirements, repairs or refurbishing, ensuring that these are reported to the Conference and Events Manager.
15. Monitor trends within the industry and make suggestions on how these could be implemented.
16. Ensure that your department is a 5* place to work.
17. Ensure that company and statutory hygiene / legal standards are maintained in all areas.
18. Work with the Conference and Events Manager to ensure that profit margins are maintained, agreed costs are met through effective control systems, including issuing against dockets, sales analysis, menu costings and cash checks.
19. Undertake any reasonable duties as requested by the General Manager or his nominee.

**Our events include, corporate day delegates, corporate weekly delegates, university meetings, lunches/dinners, banquets, civil wedding ceremonies and wedding parties.

These duties are a guide to the work that the post holder will initially be required to undertake. They may be changed from time to time to meet changing circumstances and do not form part of the contract of employment.

For a full description of the terms of appointment for this post please see the attached document.

September 2016

PERSON SPECIFICATION – Conference and Events Operations Supervisor Ref. REQ00224

Qualifications /Training

	Essential	Desirable
▪ Hospitality qualification to NVQ level 5 or similar		X
▪ Minimum of 5 GCSEs at grade C or above including Maths and English	X	

Experience/Knowledge

	Essential	Desirable
▪ Experience at a similar level with a 4 or 5 star operation	X	
▪ Previous supervisory experience	X	
▪ Experience of coaching or mentoring		X

Skills/Abilities

	Essential	Desirable
▪ Ability to deliver 5* customer service	X	
▪ Exceptional attention to detail	X	
▪ Ability to work under pressure	X	
▪ The ability to communicate effectively with clients and colleagues both orally and in writing	X	
▪ The ability to delegate tasks to colleagues and students, whilst maintaining high levels of service and team motivation	X	
▪ Excellent organisational skills	X	

Other

	Essential	Desirable
▪ Ability to meet requirements of the UK right to work legislation*	X	

* The University has a responsibility under the Asylum, Immigration and Nationality Act 2006 to ensure that all employees are eligible to work in the UK. Prior to commencing employment, the successful candidate will be asked to provide documentary evidence to this effect. Please note that the University will not be able to issue a Tier 2 Certificate of Sponsorship for this post. For further information about UK immigration requirements please follow this link <https://www.gov.uk/government/organisations/uk-visas-and-immigration>



Wivenhoe House Hotel Limited

Additional Information

Benefits

<ul style="list-style-type: none">• competitive salaries	<ul style="list-style-type: none">• training and development
<ul style="list-style-type: none">• childcare facilities/vouchers	

Essex Campus Services will focus on 5 core principles:

1. To develop and operate the commercial facilities at the University of Essex with the highest standards of customer care and value for money to enhance the student and staff experience.
2. To collaborate with Academic Departments and Professional Services.
3. To engage actively with the local and regional community to further the reputation of the University of Essex.
4. To champion a team culture with succession planning and remuneration firmly anchored on performance.
5. To deliver annual growth in surplus for the University of Essex.

Campus Services

Created in 2010, the Campus Services directorate brings together existing staff and student commercial services, with a combined turnover of £21m and total staff of over 230 full-time equivalents. Services delivered under the Campus Services umbrella are critical to enabling the University to deliver the objectives in its strategic plan – improving the student experience, facilitating growth and improving the financial performance of the University.

Some business units within Campus Services – Venue Essex, Print Essex, Hospitality Essex and Day Nursery – are part of University of Essex Campus Services Limited, a wholly owned subsidiary of the University of Essex.

Wivenhoe House Hotel (Opening in June 2012)

This ambitious £11 million project both restored the Georgian glory of Wivenhoe House as a 4 star country house hotel and also created the home of the Edge Hotel School. The hotel offers luxury suites and rooms, a 100 seater Brasserie, fine dining, and flexible spaces for meetings and events. As the home of the Edge Hotel School, this is a unique environment, where hotel staff are future leaders of the hospitality industry, working and learning alongside the best of industry professionals.

Accommodation Essex

Accommodation Essex contributes to a positive student experience by providing a safe and supported environment in which students can develop personally and academically. The University of Essex offers a wide range of accommodation suited to a variety of needs all within walking distance of the academic departments and campus facilities at both Southend and Colchester campuses.

Sports Centre

Including the new £1.4 million Evolve gym and fitness rooms, the Sports Centre offers excellent indoor and outdoor facilities and a wide range of opportunities to participate in sport, exercise and health at great value for students, staff and the local community.

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Hospitality Essex

Through their many catering outlets and delivered hospitality service, Hospitality Essex provides a professional and courteous customer led service to students, staff and visitors. The promotion of a nutritious, and value for money hospitality service, together with respect and dignity for customers and staff are the cornerstones of their business.

Venue Essex

Venue Essex promotes the vast range of University of Essex conference, meeting and event venues in Colchester and Southend to businesses and public sector organisations locally, regionally and nationally. The dedicated team offers an expert event planning and co-ordination service.

Print Essex

Print Essex provides a high quality design, copy and print service at competitive prices to all users, both on and off campus.

Day Nursery

Set in the peaceful surroundings of Wivenhoe Park, the purpose built Day Nursery offers outstanding day care to children from 3 months to 5 years, as well as holiday clubs for children from 5-11 years. Places are open to all, including the public.

Merchandising

From 2011, Commercial Services will be co-ordinating official University of Essex merchandise and gifts. This exciting project includes product development and improving routes to market.

Further information on Commercial Services can be found via www.essex.ac.uk/uecs.

Wivenhoe House Hotel Limited

The successful candidate will be employed by Wivenhoe House Hotel Limited, a wholly owned subsidiary of the University of Essex. The terms of employment for this role are specific to Wivenhoe House Hotel Ltd. You can find more information about the department at the following link: <http://www.wivenhoehouse.co.uk>

No Smoking Policy

Wivenhoe House Hotel Limited has a No Smoking policy.

The University of Essex – a profile

The University of Essex was founded in 1964 when it opened its doors to a cohort of just 122 students. Since then, we have grown in both reputation and size. There are now more than 9,000 students studying at three campuses - in Colchester, Southend and Loughton (East 15 Acting School). All academic activity is organised into three faculties – Humanities, Science and Health and Social Sciences. We employ more than 2,000 members of staff.

General Information

Informal enquiries may be made to Sarah Bowman, Conference and Events Manager (telephone: 01206 863 666 e-mail: sbowman@wivenhoehouse.co.uk). However, all applications must be made online.

September 2016