

RECRUITMENT PACK



This document includes the following information:

- Job Description
- Person Specification
- Additional information

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 (e.g. 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.

The University of Essex is proud to be part of the Disability Confident scheme and is committed to supporting diversity and equality, representative of our inclusive community. As part of our commitment to this scheme any candidate who has a disability and meets all the essential criteria for the role will be offered an interview. We also work in partnership with national disability organisation **AccessAble** 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 876559) for help.

Closing Date: 20 June 2019

Interviews are planned for: TBC



University of Essex Campus Services Limited (UECS) is a wholly owned company of the University of Essex. Please note that this post is being advertised by the University on behalf of UECS 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: UECS shares recruitment data with the University of Essex who provide human resources services.

JOB DESCRIPTION – REQ02661

Job Title and Grade:	Reception Supervisor UECS Band E
Contract:	Permanent, Full-time
Hours:	38 hours per week
Salary:	£24,667 to £27,742 per annum
Department/Section:	UECS / Essex Sport
Responsible to:	Director of Sport
Reports on a day to day basis to:	General Manager
Responsible for:	Reception staff team
Purpose of job:	To supervise a team of reception staff to ensure the provision of an efficient administrative and telephone service whilst delivering excellent customer service.

Duties of the Post:

The main duties of the post will include:

1. To supervise a team of Receptionists and delegate tasks as necessary.
2. To carry out all the Receptionist appraisals on a yearly basis.
3. To ensure that the reception rota meets the trading requirements of the Sports Centre and provide reception cover when necessary.
4. To ensure that all reception staff deliver excellent customer service, through on the job and organised training sessions.
5. Recruitment, induction and training for new reception staff.
6. Point of contact for Essex Sport departments to disseminate information to reception staff.
7. Training reception staff on the various products and identify individual training needs.
8. To produce reports on KPI's for weekly management meetings, utilising eyeQ and Tableau.
9. Primary contact for credit card machines (including Lloyds bank, Verifone and Merchant rentals).
10. Carry out, implement and improve the banking process for cash, card and online payments.
11. Produce necessary reports for income purposes.



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12. Assist with the handling of bookings and associated administration for activities such as casual facility hire, children's activities, parties, holiday camps, and children's and adult courses, utilising the Gladstone Leisure Management System and other administrative procedures.
13. To manage the process for recording customer comments and complaints.
14. Any other duties as may be assigned from time to time by the Director of Sport or their nominee.

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.

Terms of Appointment

For a full description of the terms of appointment for this post please visit:
<https://www.essex.ac.uk/staff/working-at-essex/uecs-staff>

May 2019

PERSON SPECIFICATION

JOB TITLE: Reception Supervisor

Qualifications /Training

	Essential	Desirable
▪ NVQ 3 Customer Service, or substantial customer service experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ A qualification in First Aid	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Experience/Knowledge

	Essential	Desirable
▪ Knowledge of delivering and measuring customer service standards	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Experience of computerised booking systems	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Experience of cash transactions and reconciliation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of managing people	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Reception work experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of working in a sports environment	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Experience of carrying out annual appraisals	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Skills/Abilities

	Essential	Desirable
▪ Ability to work flexible hours, including early mornings, evenings and weekends	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent standard of written/oral communication skills	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Ability to work independently and within a team	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent interpersonal and team working skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Able to use own initiative and problem solve	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to effectively prioritise work tasks	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Ability to work with high levels of attention to detail	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Ability to learn new systems and processes	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Ability to promote Sports Centre services	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Ability to multi-task and work under pressure	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other

	Essential	Desirable
▪ Ability to meet the requirements of UK 'right to work' legislation*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ An all-round interest in, and be enthusiastic about, sport	<input type="checkbox"/>	<input checked="" type="checkbox"/>



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* 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>

May 2019

University of Essex Campus Services Limited

ADDITIONAL INFORMATION

UECS - Essex Sport

You can find more information about the department at the following link:

<http://www.essex.ac.uk/sport/>

General information

Informal enquiries may be made to David Gladwell, General Manager (telephone: 01206 873526 e-mail: davidg@essex.ac.uk). However, all applications must be made online.

Benefits

▪ competitive salaries	▪ training and development
▪ childcare facilities	▪ generous holiday scheme

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 – Event Essex, Print Essex and Wivenhoe Park Day Nursery – are part of University of Essex Campus Services Limited, a wholly owned subsidiary of the University of Essex.

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.

You can find more information about the department at the following link

<http://www.essex.ac.uk/accommodation/>

Essex Sport

The Colchester Campus Sports Centre offers excellent indoor and outdoor facilities including the £1.4 million refurbished gym and fitness rooms. There are a wide range of opportunities to participate in sport, exercise and health at great value for students, staff and the local community.

Wivenhoe House Hotel

Wivenhoe House is a four star country house hotel, set in parkland on campus. It is also home to the Edge Hotel School.

Essex Food

Through their many catering outlets and delivered hospitality service, Essex Food 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.

Event Essex

Event 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.

Wivenhoe Park Day Nursery

Set in the peaceful surroundings of Wivenhoe Park, the purpose built Wivenhoe Park 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.

everythingEssex

In 2011, Campus Services began co-ordinating official University of Essex merchandise and gifts. This exciting project included product development and improving routes to market. Merchandise is available on the **everything Essex** outlet at the Colchester campus.

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

University of Essex Campus Services Limited

The successful candidate will be employed by University of Essex Campus Services Limited, a wholly owned subsidiary of the University of Essex. The company was established to manage the commercial operations at the University of Essex. The terms of employment for this role are specific to University of Essex Campus Services Ltd.

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 10,000 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.

This document is produced by:

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