



## **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 (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: 16 September 2016**

**Produced on behalf of Wivenhoe House Hotel Limited by:  
University of Essex Recruitment Team  
Human Resources  
Wivenhoe Park  
Colchester CO4 3SQ  
United Kingdom  
Tel: +44 (0)1206 873521/874588  
Email: [staffing@essex.ac.uk](mailto:staffing@essex.ac.uk)**

**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.**

Wivenhoe House Wivenhoe Park Colchester CO4 3SQ  
[www.wivenhoehouse.co.uk](http://www.wivenhoehouse.co.uk)



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

**Wivenhoe House** Wivenhoe Park Colchester CO4 3SQ  
[www.wivenhoehouse.co.uk](http://www.wivenhoehouse.co.uk)

Wivenhoe House Hotel Limited is registered in England and Wales with registered number 07075571  
and the registered office is Wivenhoe Park Colchester Essex CO4 3SQ VAT number 985 1699 59



**Wivenhoe House Hotel Limited**

**JOB DESCRIPTION – Job ref REQ00198**

<b>Job Title and Grade:</b>	Bar & Restaurant Supervisor Grade 3
<b>Contract:</b>	Permanent, full-time
<b>Hours:</b>	40 hours per week (to be worked flexibly 5 days from 7)
<b>Salary:</b>	£17,606 - £19,141 per annum
<b>Responsible to:</b>	Restaurant Manager
<b>Responsible for:</b>	Restaurant Manager
<b>Purpose of job:</b>	Supervisory responsibility for approximately 20 restaurant staff
	To assist the Restaurant Manager in ensuring an efficient, professional and profitable restaurant and bar operation. To develop and motivate the team to achieve high standards of customer satisfaction.

**Duties of the Post:**

The main duties of the post will include:

1. Oversee the smooth running of the restaurant and bar areas, ensuring amicable and co-operative working relationships are maintained with staff.
2. Ensure that all restaurant, bar and service area preparation and close down activities have been completed to prescribed standards for each service period.
3. Liaise with Reception staff regarding guest bookings and requests
4. Act as Restaurant Manager at any time when the Restaurant Manager is not on duty.
5. Answer telephone enquiries in the prescribed manner, handling requests efficiently and projecting a positive image of Wivenhoe House in telephone delivery.
6. Assist in monitoring the flow of service through each service period, identifying any bottlenecks or problems and deploying resources appropriately to minimise the impact on restaurant or bar clients.
7. Have a good working knowledge of all menu items including wines, champagnes beverages and to ensure that guests and staff are aware of specials/changes to menu.
8. Assist with all training, disciplinary matters, health and safety and general restaurant administration.
9. Maximise restaurant revenues through discreet up-selling of food and beverage items, promotion of alternative dining facilities through lead referral, where appropriate.
10. Hold regular communication and development meetings with all members of the team
11. Ensure all employees serving in the restaurant and bars areas are smartly dressed and that they offer a professional and courteous service at all times.
12. Be fully conversant with all aspects of POS operation including routine functions (order entry, kitchen communication, call orders away, bill production etc.), adjustment/correction features and analysis reporting.
13. Be fully conversant with all aspects of rota summit. The inputting and closing down of shifts and weekly payroll forecasts.
14. Resolve guest complaints to the satisfaction of the guest concerned, and within parameters agreed by the Restaurant Manager.
15. Assist with the organisation of the collection and removal of tables and chairs for special functions and to assist with the set up and break down of rooms.

Wivenhoe House Wivenhoe Park Colchester CO4 3SQ  
[www.wivenhoehouse.co.uk](http://www.wivenhoehouse.co.uk)



16. Comply with Health and Safety legislation, reporting any accidents and acting responsibly in cases of emergency; attending the appropriate training courses when necessary.
17. Ensure all cash handling and finance duties are handled appropriately.
18. Be responsible for the security of cash and stock at all times during the shift.
19. Be fully competent in the full operation of the POS system, to have the ability to handle any problems that may arise.
20. Be fully conversant with all policies and procedures and licensing laws affecting the health, safety and wellbeing of staff and guests.
21. Undertake any reasonable duties as requested by the Hotel Manager or his/her 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 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.

**PERSON SPECIFICATION – (Bar & Restaurant Supervisor) Ref. REQ00198**

**Qualifications /Training**

	<b>Essential</b>	<b>Desirable</b>
▪ Hospitality qualification to NVQ Level 5 or similar qualification		X
▪ Personal licence holder (NCPLH)		X

**Experience/Knowledge**

	<b>Essential</b>	<b>Desirable</b>
▪ Significant experience at a similar level within the hospitality industry	X	
▪ Experience of supervising licensed premises including carrying out cellar and bar duties		X
▪ Experience of a 4 star operation or similar		X
▪ Experience of training, developing and motivating a team		X
▪ Be fully conversant in current licensing laws	X	

**Skills/Abilities**

	<b>Essential</b>	<b>Desirable</b>
▪ Ability to demonstrate 5* customer service	X	
▪ Exceptional attention to detail	X	
▪ Ability to work under pressure	X	
▪ Excellent communication skills	X	
▪ Excellent organisational skills	X	
▪ Ability to soft sell or up-sell additional food and drink		X
▪ Strong numeracy skills	X	

**Other**

	<b>Essential</b>	<b>Desirable</b>
▪ Ability to meet requirements of the UK right to work legislation*	X	
▪ Flexibility with working hours	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"><li>• <b>competitive salaries</b></li></ul>	<ul style="list-style-type: none"><li>• <b>training and development</b></li></ul>
<ul style="list-style-type: none"><li>• <b>childcare facilities/vouchers</b></li></ul>	

#### **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.

Wivenhoe House Wivenhoe Park Colchester CO4 3SQ  
[www.wivenhoehouse.co.uk](http://www.wivenhoehouse.co.uk)

**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](http://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.

**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.