



## **RECRUITMENT PACK**

This document includes the following information:

- Job Description
  - Person Specification
  - Additional information
- 

### **Making an application:**

To apply for this post, you should email the following to [swilson@wivenhoehouse.co.uk](mailto:swilson@wivenhoehouse.co.uk) :

- a. a covering letter - explaining why you are interested in this post, and giving examples to demonstrate how you meet the requirements of the job as outlined in the Person Specification.
  - b. a curriculum vitae - giving full details of your qualifications and experience to date.
- 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.

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.

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.

**Closing Date: 30 January 2017**

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

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

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**Wivenhoe House Hotel Limited**

**JOB DESCRIPTION – Job ref REQ00418**

<b>Job Title and Grade:</b>	Receptionist/Reservationist Band 2
<b>Contract:</b>	Fixed-Term, full-time. This post is fixed-term for 3 months to cover a period of staff absence.
<b>Hours:</b>	40 hours per week (to be worked flexibly 5 days from 7)
<b>Salary:</b>	£15,643 - £16,595 per annum
<b>Responsible to:</b>	WHH, Deputy General Manager
<b>Purpose of job:</b>	To provide an efficient and professional Front of House service within agreed guidelines.

**Duties of the Post:**

1. Ensure that guests are greeted, checked in and allocated rooms promptly and courteously.
2. Follow Company check-in procedures and ensure that the correct details are taken from each guest.
3. Deliver excellent customer service at all times, face to face, over the telephone and via email.
4. Show guests to their bedrooms and the facilities of the hotel, up selling hotel products and services when appropriate.
5. Maintain up to date guest history, profiles and marketing databases.
6. Liaise with Housekeeping to ensure that rooms have been serviced and are ready for arriving guests in a timely manner.
7. Respond to guests enquiries.
8. Take reservations correctly adhering to the company guidelines and policy
9. Liaise with all other departments in the hotel, building good working relationships with colleagues and ensuring relevant information is communicated in a timely manner.
10. Ensure that all charges are correctly entered on the guest's bill and that this is up to date at all times.
11. Adhere to credit control procedures.
12. Check out guests effectively following the hotels procedure
13. Ensure that all enquiries, messages and concierge enquiries are dealt with courteously and efficiently.
14. Mentor and coach Edge Hotel School students to ensure they maximise their training in Front of House.
15. Administer all reservations, cancellations and no-shows, in line with company policy.
16. Keep up to date with current promotions and hotel pricing, to provide information to guests, on request, while maximising bedroom sales opportunities.
17. Fulfil all reasonable requests from guests to ensure their comfort, satisfaction and safety
18. Report any maintenance issues immediately to line manager, including all furniture, fittings and equipment.
19. Provide systems reports, as required, for housekeepers and management.
20. Keep Front of House areas tidy at all times.
21. Ensure that newspapers and deliveries are delivered to rooms without delay.
22. Manage all telephone calls coming into the hotel.
24. Ensure that the hotel entrance is easily accessible to cars and taxis at all times.

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25. Be fully conversant with all policies and procedures and licensing laws affecting the health, safety and well-being of staff and guests.

25. Any other duties as may be assigned from time to time by the General 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 – Receptionist/Reservationist Ref. REQ00418**

**Experience/Knowledge**

	<b>Essential</b>	<b>Desirable</b>
▪ Previous experience in the hospitality industry	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Previous guest services, reception or concierge experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ IT literate with experience of using computerised booking systems	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of working in a 4 or 5 star establishment	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Experience of training/coaching new staff	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Skills/Abilities**

	<b>Essential</b>	<b>Desirable</b>
▪ Ability to convey information effectively both orally and in writing to guests, colleagues and students	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Good sales and negotiation skills – ability to up-sell	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Professional demeanour and the ability to engage effectively with customers and students	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Highly organised with a flexible approach to work	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Other**

	<b>Essential</b>	<b>Desirable</b>
▪ Ability to meet requirements of the UK right to work legislation *	<input checked="" type="checkbox"/>	<input type="checkbox"/>

\* 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**

- At Wivenhoe House we aspire to deliver excellence in hospitality and education at all times.
- We offer competitive salaries.
- We are committed to providing excellent training and development for all staff.
- Generous holiday allowance of up to 36 days depending on grade.
- Discount of up to 50% on overnight stays and food and 20% on beverages.
- Free overnight stay for two people including dinner for every year of service.
- Monthly employee recognition programme.
- Employee discounts on retail items, sports centre and day nursery through the University of Essex.
- Contributory pension.

#### **Wivenhoe House Hotel**

Wivenhoe House Hotel is an award-winning 4 star country house hotel in the grounds of the University of Essex. Our busy hotel offers 40 luxury suites and rooms, a 100 seat brasserie and flexible spaces for meetings and events.

#### **Edge Hotel School**

The Edge Hotel School and Wivenhoe House are working together to change the way people think about hospitality and education. The first hotel school of its kind in the UK, the Edge Hotel School, equips its degree students with the professional and managerial skills, as well as the academic theory, to prepare them for their future career as leaders in the industry. As a respected professional you will work alongside our students enabling them to gain valuable insight into hotel management and operations.

#### **Wivenhoe House Hotel Limited**

The successful candidate will be employed by Wivenhoe House Hotel Limited, a wholly owned subsidiary of the University of Essex and part of the Campus Services Directorate. The terms of employment for this role are specific to Wivenhoe House Hotel Ltd.

#### **General Information**

Informal enquiries may be made to Oceanne Becourt, Front of House Manager (telephone: 01206 863666 e-mail: [obecourt@wivenhoehouse.co.uk](mailto:obecourt@wivenhoehouse.co.uk)). However, all applications (CV and cover letter) must be via email to [\*\*swilson@wivenhoehouse.co.uk\*\*](mailto:swilson@wivenhoehouse.co.uk).

#### **No Smoking Policy**

Wivenhoe House Hotel Limited has a No Smoking policy.

#### **The University of Essex – a profile**

Wivenhoe House Hotel is situated in parkland that surrounds the University of Essex. The University was founded in 1964 when it opened its doors to a cohort of just 122 students. Since then, it has grown in both

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reputation and size. There are now more than 10,000 students studying at three campuses - in Colchester, Southend and Loughton (East 15 Acting School). The University employs more than 2,000 members of staff.

In 2010, the Campus Services directorate was created to combine the commercial business elements of the University. 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.

Further information on the Campus Services directorate can be found via [www.essex.ac.uk/uecs](http://www.essex.ac.uk/uecs).

**January 2017**

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