



## **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.

As a wholly owned company of the University of Essex, Wivenhoe House Hotel Limited adheres to the principles of the University Two Ticks policy.

**Closing Date: 8 February 2017**

**Produced on behalf of Wivenhoe House Hotel Limited by:  
University of Essex Recruitment 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](http://www.wivenhoehouse.co.uk)



**Wivenhoe House Hotel Limited**

**JOB DESCRIPTION – Job ref REQ0000448**

<b>Job Title and Grade:</b>	Receptionist/Reservationist, Band 2
<b>Contract:</b>	Fixed-Term for 6 months. This post is fixed-term to cover for a member of staff absent on maternity leave.
<b>Hours:</b>	40 hours per week (to be worked flexibly 5 days over 7 to include evenings and weekends)
<b>Salary:</b>	£15,643 - £16,595 per annum
<b>Department/Section:</b>	WHH, Front of House
<b>Responsible to:</b>	WHH, Deputy General Manager
<b>Reports on a day to day basis to:</b>	Front of House Manager
<b>Purpose of job:</b>	To provide an efficient and professional Front of House service within agreed guidelines.

**Duties of the Post:**

The main duties of the post will include:

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 guests 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

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Manage all telephone calls coming into the hotel

22. Manage all telephone calls coming into the hotel

23. Ensure that the hotel entrance is easily accessible to cars and taxis at all times

24. 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.***

**Terms of Appointment:**

For a full description of the terms of appointment for this post please visit:

<http://www.essex.ac.uk/hr/whh/default.aspx>



## PERSON SPECIFICATION

**JOB TITLE:** Receptionist/Reservationist

### Experience/Knowledge

	Essential	Desirable
▪ 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

	Essential	Desirable
▪ 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

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

**January 2017**



## **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.

You can find more information about Wivenhoe House at the following link <http://www.wivenhoehouse.co.uk/>.

#### **General information**

**40 hours per week, to be worked flexibly 5 days from 7 (and to include evenings and weekends)**

**Informal enquiries may be made to Oceanne Becourt (telephone: 01206 863666 email: [info@wivenhoehouse.co.uk](mailto:info@wivenhoehouse.co.uk)). However, all applications must be made online.**

#### **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**

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.

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### **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.

### **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.

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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