



## RECRUITMENT PACK

This document includes the following information:

- Job Description
- Person Specification
- Additional information

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Making an application:

**Please complete the short on-line application form, which includes some standard questions, and attach the following documents.** (Shortlisting is undertaken by a panel after the closing date on the basis of information provided.)

- 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.
- b. Curriculum vitae - giving full details of your qualifications and experience to date;

**NB. Please do not provide references or other non-requested documents.**

- 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.

If you are invited to attend an interview, you will receive an email with details of the arrangements.

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 [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: 2 April 2018

Interviews are planned for: To be confirmed

**Produced on behalf of Wivenhoe House Hotel Limited by:**  
**University of Essex Resourcing Team**  
**Human Resources**  
**Wivenhoe Park**  
**Colchester CO4 3SQ**  
**United Kingdom**  
**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.**

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



**Wivenhoe House Hotel Limited**

**JOB DESCRIPTION – REQ01214**

<b>Job Title and Grade:</b>	Receptionist/Reservationist Band 2
<b>Contract:</b>	Permanent, Full-time
<b>Hours:</b>	40 hours per week (to be worked flexibly 5 days over 7 to include evenings and weekends)
<b>Salary:</b>	£16,330 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 guest 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' bills 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. Any other duties as may be assigned from time to time by the General Manager 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:

<http://www.essex.ac.uk/hr/current-staff/terms.aspx#>

March 2018



## PERSON SPECIFICATION – REQ01214

**JOB TITLE: Receptionist/Reservationist**

### Qualifications/Training

	Essential	Desirable
▪ Previous experience in a similar position	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### 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 Company 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, for example a UK/EEA passport or identity card; a full UK birth certificate; a Home Office document or visa evidencing the right to take this employment. 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>

March 2018



### **Wivenhoe House Hotel Limited**

#### ADDITIONAL INFORMATION

#### **Wivenhoe House Hotel**

Wivenhoe House is as a 4 star country house hotel and home of the Edge Hotel School. The hotel offers luxury suites and rooms, a 100 seater Brasserie, afternoon tea, and flexible spaces for meetings and events. As the home of the Edge Hotel School, this is a unique environment, where alongside learning the academic theory, hotel staff are future leaders of the hospitality industry, working and learning alongside you and other industry professionals.

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 Limited.

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

#### **Benefits**

▪ <b>competitive salaries</b>	▪ <b>training and development</b>
▪ <b>childcare facilities/vouchers</b>	▪ <b>generous holiday allowance</b>

- Discount of 50% on overnight stays and food and 20% on beverages
- Free overnight stay for two people including dinner for every year of service
- Dry cleaning service for staff uniform
- Monthly employee recognition programme

#### **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, applications must be made online.

#### **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.

We are an internationally diverse campus university with a genuine longstanding commitment to internationalization. Today more than 130 countries are represented within the student body and 38% of our students are from overseas.

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