



## 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 (01206-876559) for help.

Closing Date: 30 September 2018

Interviews are planned for: To be confirmed

**Produced on behalf of Wivenhoe House Hotel Limited by:**  
**University of Essex Resourcing Team**  
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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 – REQ01877

<b>Job Title and Grade:</b>	Conference and Events Operations Team Leader Grade 3
<b>Contract:</b>	Permanent, full-time
<b>Hours:</b>	40 hours per week (to be worked flexibly 5 days from 7). Hours will be dependent upon the events, which could include early starts and late.
<b>Salary:</b>	£18,354 per annum
<b>Department/Section:</b>	Wivenhoe House - Conference and Events Department
<b>Responsible to:</b>	Food & Beverage Operations Manager
<b>Purpose of job:</b>	To set up and run functions and to ensure the smooth running of conferences, events and wedding bookings* and to ensure that all customer requirements are met on the day of the event.

**Duties of the Post:**

*Please note that applicants must be able to carry out the physical aspects of the post which includes setting up tables, chairs and other equipment in order to meet the needs of our customers.*

The main duties of the post will include:

1. To set and run conference and events to ensure that customer expectations are met.
2. To follow a detailed function sheet and to ensure the setup of the event is correct and the running order of the event is followed.
3. To ensure the effective breakdown of functions and facilities and the equipment is safely stored.
4. To ensure customer requirements for conference and events are made available to all stakeholders in good time.
5. Deliver service excellence in accordance with hotel standards at all times.
6. Assist the Conference & Events Operation Supervisor in the induction and training of students in order to meet the required standards of service.
7. Coach/mentor and delegate tasks to students working with the Conference & Events Department.
8. Ensure Maximum security in all areas under your control and that staff are fully aware of the importance of key security.
9. Ensure that all Conference & Events areas are clean and well maintained and ready for viewings when not in use.
10. To be readily available at all times to deal with problems or complaints.

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11. To ensure that company statutory health and safety and food safety standards are maintained in all areas.

12. To lead and be hands on in day to day front and back of the house duties.

13. To hold regular team meetings and pre and post event briefings with the delivery team.

14. Ensure cash is managed in line with the company financial policies and regulations.

15. To carry out any reasonable request made by the management, outside normal duties, but within the scope of the role.

Any other duties as may be assigned from time to time by the General Manager of Wivenhoe House Hotel or their nominee.

\* Our events include, corporate day delegates, corporate weekly delegates, university meetings, lunches/dinners, banquets, civil wedding ceremonies and wedding parties.

***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#>

September 2018



PERSON SPECIFICATION – REQ01877

**JOB TITLE:** Conference and Events Operations Team Leader

**Qualifications/Training**

	Essential	Desirable
▪ Hospitality qualification to NVQ level 5 or similar	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Minimum of 5 GCSEs at grade C or above including English and Maths	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Experience/Knowledge**

	Essential	Desirable
▪ Experience at a similar level within a similar operation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Intermediate food hygiene certificate	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Experience of coaching or mentoring	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Skills/Abilities**

	Essential	Desirable
▪ Ability to deliver customer service to a high standard	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Exceptional attention to detail in all areas	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to work under pressure	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to communicate effectively with clients and colleagues, both orally and in writing	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to delegate tasks to colleagues and students, whilst maintaining high levels of service and team motivation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent organisational skills	<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"/>

\* 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. 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>

September 2018



## 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 Food & Beverage department at the following link:

<http://www.wivenhoehouse.co.uk/>

### Benefits

- Competitive salaries
- Training and development
- Childcare facilities
- Generous holiday allowance
- 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 Lionel Lachasseigne, Food & Beverage Operations Manager (telephone: 01206 863666, e-mail: [llachasseigne@wivenhoehouse.co.uk](mailto:llachasseigne@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.

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[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