



RECRUITMENT PACK

This document includes the following information:

- Job Description
- Person Specification
- Additional information

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
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.

Wivenhoe House Wivenhoe Park Colchester CO4 3SQ
www.wivenhoehouse.co.uk



JOB DESCRIPTION – REQ01878

Job Title and Grade:	Bar/Waiting Staff Grade 2
Contract:	Permanent, full-time
Hours:	40 hours per week (to be worked flexibly 5 days from 7)
Salary:	£16,765 per annum
Department/Section:	Wivenhoe House Hotel
Responsible to:	Restaurant Manager
Purpose of job:	To assist the Restaurant Manager and Supervisors in ensuring an efficient, professional and profitable restaurant and bar operation delivering excellence in customer service.

Duties of the Post:

The duties of the post, some of which will require will require physical effort, will include the following:

1. To assist with the smooth running of the restaurant and bar areas.
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. Answer telephone enquiries in the prescribed manner, handling requests efficiently and projecting a positive image of Wivenhoe House in telephone delivery.
5. 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.
6. 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.
7. Maximise restaurant revenues through discreet up-selling of food and beverage items, promotion of alternative dining facilities through lead referral, where appropriate.
8. 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.
9. Resolve guest complaints to the satisfaction of the guest concerned, and within parameters agreed by the Restaurant Manager.
10. 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.
11. Comply with Health and Safety legislation, reporting any accidents and acting responsibly in cases of emergency; attending the appropriate training courses when necessary.
12. Be fully competent in the full operation of the POS system, to have the ability to handle any problems that may arise.
13. Be fully conversant with all policies and procedures and licensing laws affecting the health, safety and wellbeing of staff and guests.
14. Mentor and coach Edge Hotel School students to ensure they maximise their training in food and beverage.
15. Undertake any reasonable duties as requested by the Hotel Manager or their nominee.

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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

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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



PERSON SPECIFICATION – REQ01878

JOB TITLE: Bar/Waiting Staff

Qualifications /Training

	Essential	Desirable
▪ Hospitality qualification to NVQ Level 5 or similar qualification	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Personal licence holder (NCPLH)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Experience/Knowledge

	Essential	Desirable
▪ Significant experience at a similar level within the hospitality industry	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of a 4 star operation or similar	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Be fully conversant in current licensing laws	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Skills/Abilities

	Essential	Desirable
▪ Ability to demonstrate high quality of customer service	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Exceptional attention to detail	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to work under pressure	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent communication skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent organisational skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to soft sell or up-sell additional food and drink	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Strong numeracy skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Must be able to undertake the physical aspects of the post	<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, 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>

September 2018



Wivenhoe House Hotel Limited

ADDITIONAL INFORMATION

Wivenhoe House Hotel/Food & Beverage Department

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 Manager (telephone: 01206 863666, e-mail: 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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