



## 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: 27 January 2019

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.**

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[www.wivenhoehouse.co.uk](http://www.wivenhoehouse.co.uk)



**Wivenhoe House Hotel Limited**

JOB DESCRIPTION – Job ref REQ02251

<b>Job Title and Grade:</b>	Night Porter Grade 2
<b>Contract:</b>	Permanent, part-time
<b>Hours:</b>	24 hours per week, working on a shift pattern basis that may require 3 or 4 shifts per week. Flexibility is required as working hours could also increase to suit business need in exceptional circumstances.
<b>Salary:</b>	£16,765.00 per annum pro-rata, plus night shift allowance
<b>Department/Section:</b>	Wivenhoe House Hotel - Front of House
<b>Responsible to:</b>	Front of House Manager
<b>Reports on a day to day basis to:</b>	Front of House Manager
<b>Purpose of job:</b>	To safely and consistently deliver high standards of service to Wivenhoe House Hotel Guests. The post-holder will be responsible for cleaning and maintaining assigned public spaces, monitoring safety and security of the property during the night.

**Duties of the Post:**

The main duties of the post, some of which will require physical effort such as bending, stretching and lifting will include:

1. To maintain public areas including toilets and all equipment to a high standard in line with standard operating procedures
2. To ensure all waste is disposed of in designated areas in order to maintain hygiene standards in the hotel.
3. To monitor safety and security of all areas during the night, performing fire watch in the hotel property as per standard operating procedures.
4. To assist with emergency room moves, early check outs, walk-ins/last minute reservations and late night guest check in, in line with all standard operating procedures.
5. To respond to guest requests and queries in a polite and efficient manner in line with standard operating procedures.
6. To provide room service through the taking of orders, preparation of drinks, and delivering to guest rooms and suites.
7. To ensure that all customers receive fast, efficient and friendly service.
8. To greet all guests in public areas and rooms in a warm and professional manner.
9. To ensure all public spaces are clean and tidy before night shift is over.

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10. To provide support and guidance by mentoring Edge Hotel School students when they are on their Front of House/Night Porter placements.
11. Be fully conversant with all policies and procedures and licensing laws affecting the health, safety and well-being of staff and guests
12. To undertake a handover report from/to the Duty Manager.
13. To carry out any other reasonable task as requested by 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:

<https://www.essex.ac.uk/staff/uecs-and-wivenhoe-house-staff/wivenhoe-house-hotel-staff>

January 2019



PERSON SPECIFICATION

**JOB TITLE:** Night Porter

**Qualifications/Training**

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

**Experience/Knowledge**

	<b>Essential</b>	<b>Desirable</b>
▪ Experience in a 4 or 5 star property.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of working with booking systems	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Previous experience of working nights.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Skills/Abilities**

	<b>Essential</b>	<b>Desirable</b>
▪ Excellent customer care skills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to work calmly and efficiently under pressure with attention to detail.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to work independently under minimum supervision.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ A high standard of personal presentation.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Confident, professional and welcoming manner.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Flexibility to respond to a range of different work situations at the same time.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Be able to undertake the physical aspects of the post.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent interpersonal and communications skills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Health and Safety and food hygiene awareness.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to listen and respond to guest needs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Flexible approach to working times.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Other**

	<b>Essential</b>	<b>Desirable</b>
▪ 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>



### **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**

- 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 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.

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