



## Candidate Information

<b>Position:</b>	Reservations and Reception Advisor
<b>School/Department:</b>	Accommodation
<b>Reference:</b>	19/107943
<b>Closing Date:</b>	Tuesday 26 November 2019
<b>Salary:</b>	£18,342 to £21,236 per annum + 18% shift allowance
<b>Anticipated Interview Date:</b>	Week Commencing 2 December 2019
<b>Duration:</b>	Two posts available, one full-time and permanent, and one fixed-term contract, which is available until 31 December 2020.

### JOB PURPOSE:

To work flexibly as part of the Queen's Accommodation team for Student and Staff and Family Accommodation including conference and bed and breakfast guests (out of term) providing a courteous, efficient and effective service. This service is offered 24 hours per day, 365 days per year. The post involves working in a shift pattern over 7 days (no overnight working required).

### MAJOR DUTIES:

1. Provide an efficient customer focused friendly service to all customers using initiative when dealing with queries and enquiries.
2. Ensure the policies and procedures within the department are followed and ensure tasks are completed within set timescales.
3. Responsible for start and end of shift procedures including counting cash float, cash drop and till reconciliation and other associated checks.
4. Carry out day to day duties including sorting and logging of post, signing in and out keys/fobs, the administration of the Car Parking System, competent in using the Planon Maintenance System, show rounds with potential students, visiting staff and conference organisers.
5. Assist in maintaining monthly occupancy reports for Accommodation and provide analysis and interpretation of data in report formats as requested.
6. Carry out presentations and assist with the preparation of Open Days.
7. Ensure that accommodation applications and allocation of bookings fully utilise the efficiencies and benefits of Kinetics (Kx) modules.
8. Assist in completing documentation for new staff arrivals and bed and breakfast guests including meet and greet and one-to-one inductions of facilities in the allocated accommodation.
9. To assist in the administration and system updating for out of term business including bed and breakfast, summer schools and conferences, including quotations and raising invoices.
10. Adhere to the Cash Handling, PCIDSS and Health and Safety Policy and Procedures.
11. Adhere to the QUB Data Protection Policy.
12. Contribute to the University's Carbon Management Plan and Carbon Reduction Policy and encourage all team members to recycle appropriate items and reduce energy consumption, in line with objectives set by Queen's Accommodation. Play an active part in team goals in relation to carbon reduction and bring new ideas and initiatives to the Queen's Accommodation Green Impact team, through engaging with those staff members who are members of the committee.
13. Carry out any other duties which are appropriate to the post as may be reasonably requested by the Office Manager.

### Planning and Organising:

1. Adhere to the University's five core values and Professional Standards to ensure we aim to behave in a manner which reflects our aspiration to be as an international organisation.
2. Prioritise, plan and organise own workload within service guidelines to ensure operational efficiency, being aware of customer demands and requirements at all times.
3. Carry out planning so that adequate resources, equipment and stock are available.

**Resource Management Responsibilities:**

1. Responsible for accepting and securing cash, cheque and credit card payments for Queen's Accommodation within the Cash Handling and PCIDSS Policy and Procedure.
2. May be required to provide guidance and support to junior colleagues, e.g. NSP staff in the use and execution of procedures to ensure a customer first service is delivered at all times.
3. Encourage the efficient and appropriate use of energy, recycling and conservation.

**Internal and External Relationships:**

1. Daily contact with Office Manager, work colleagues, University staff, students, parents and external customers.
2. Able to provide a professional customer focused service, liaising with staff, students, public and service providers as required establishing the most appropriate form of contact (majority face to face).

**ESSENTIAL CRITERIA:**

1. Either academic and/or vocational qualification e.g. GCSE, O Level, NVQ Level 2 in a relevant subject/area (or equivalent)
2. Minimum of two years' relevant experience in a similar accommodation, reception/bookings office environment for example, a hotel, conferencing venue, further education or higher education environment.
3. Evidence of good numeracy and literacy skills.
4. IT literacy with experience of using Microsoft Office packages.
5. Ability to use computer packages relevant to the area of work e.g. computerised accommodation booking system / EPOS system.
6. Ability to manage confidential information appropriately.
7. Exceptional communication skills, both written and oral skills, including the ability to communicate information of some complexity and report to internal and external agencies, emergency services etc. with clarity and accuracy.
8. Capable of undertaking a range of activities without guidance.
9. To be able to provide exceptional customer service.
10. Able to work in a busy customer facing environment and deal with pressure in a calm and confident manner.
11. Ability to understand and address non-routine work, where applicable and resolve problems independently.
12. Working 37 hours within a flexible rota over 7 days, including bank/public holidays.

**DESIRABLE CRITERIA:**

1. GCSE (English and Maths) at Grade C or above or equivalent.
2. Knowledge of Kinetic Solutions booking system.
3. Experience on how to manage and communicate confidential information appropriately.