



Candidate Information

Position:	Reservations and Reception Supervisor
School/Department:	Student and Campus Life
Reference:	24/111729
Closing Date:	Monday 8 April 2024
Salary:	£25,641 - £28,539 per annum plus 18% shift allowance
Anticipated Interview Date:	Thursday 18 April 2024
Duration:	Permanent

JOB PURPOSE:

Reporting to the Accommodation Manager the post holder will supervise the Reservations and Reception staff to ensure a courteous, efficient, and effective service is delivered and staff are able to achieve and maintain a high quality of customer service which reflects best practice in sector.

MAJOR DUTIES:

1. Responsible for the day-to-day operations of reception ensuring policies, procedures and standards are maintained and the securities of the reception area and data systems are protected.
2. To operate relevant university computer systems, including the Kinetic integrated management system for accommodation booking. Responsible for the ongoing training of staff in the use of such systems.
3. Organise staff rotas, to ensure adequate cover provided for reception to include public holidays and staff leave.
4. Carry out associated administrative duties in relation to payroll and processing timesheets for QWork staff.
5. Regularly monitor and review staff performance and assigned tasks. Lead on departmental meetings and objective setting for staff.
6. Responsible for adhering to and the administration of the University's Sickness Absence procedure.
7. Responsible for ensuring a high level of customer service is delivered consistently and reflected in customer survey results, and corrective action taken if required. Lead staff in providing customer first solutions to ensure customer expectations are met at all times.
8. Ensure the security of keys/fobs within Accommodation; signing procedures are adhered to; customer information in database is accurate; staff are fully briefed on system updates and audits are completed as required. Ensure all staff comply with GDPR procedures and any breaches follow the reporting procedures.
9. Responsible for start and end of shift procedures and till reconciliation and other associated checks.
10. Ensure the day to day duties are adhered to and checklists are complete including sorting and logging of parcel post, competent in using the Planon Maintenance System, show rounds with potential students, visiting staff and conference organisers and responding to emails.
11. Ensure all staff adhere to PCIDSS and Health and Safety Policy and Procedures.
12. Carry out presentations and assist with the preparation of Accommodation Open Days.
13. Responsible for maintaining a tidy reception and professional image of staff including adherence to uniform and presentation standards and maintenance of all display material.
14. 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.
15. Carry out any other duties which are appropriate to the post as may be reasonably requested by the Accommodation Manager, which may include working in other accommodation offices

ESSENTIAL CRITERIA:

1. Relevant academic and/or vocational qualification e.g. GCSE, O Level, (must include English and Maths Grade C or above), NVQ Level 2 in a relevant subject/area.
2. Significant relevant work experience in a supervisory position within a front of house environment in a hotel or similar accommodation operation.
3. Experience of supervising staff, including drawing up staff rotas and delegation and oversight of appropriate work.
4. Evidence of staff training in a customer service environment.
5. Demonstrate compliance with PCIDSS and till reconciliation.
6. Experience with implementing and maintaining Health & Safety procedures, Risk Assessments and financial audits.
7. Experience of managing room bookings via a recognised computerised system.
8. Experience of dealing with customer complaints in a pro-active manner.
9. Experience and up to date knowledge of a wide range of IT systems including databases, MS Word, Excel, Outlook.
10. Good level of numeracy and literacy skills.
11. Ability to manage resources.
12. Good oral and written communication skills.
13. Good interpersonal skills, including ability to communicate clearly with customers.
14. Ability to work on own initiative and as part of a team.
15. Ability to plan and organise workload to meet standards and deadlines.
16. Flexible approach, willing to adapt to new tasks and duties and work flexible hours as required.
17. The post holder will be required to work a shift pattern, working 5 days out of 7, commencing at varied times, namely 7.30am, 9.00am and 2.00pm for an 8-hour duration to include weekends and public holidays

DESIRABLE CRITERIA:

1. Welcome Host or an equivalent customer focused type qualification.
2. Experience of Kinetic Solutions booking system.
3. Relevant experience in a University accommodation setting.