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**Job Title:** Night Reception Duty Manager

**Reports to:** College Head of Reception and Security

**Staff reporting:** N/A

**Based at:** Mecklenburgh Square, London WC1N 2AB

**Salary:** £30,500 per annum

**Shift Pattern:** The position is based on working 12 hour shifts 4 days on and 4 days off. The shift starts at 8.00pm and finishes at 8.00am on a rota basis and will include weekends and bank holidays. The shift pattern involves working across 3 reception desks at either of the two College buildings and The Goodenough on Mecklenburgh Square Hotel.

**Job purpose**

The day to day management of the reception areas of both London House and William Goodenough House ensuring a high standard of service is given to all members and visitors.

Ensure all relevant Health & Safety procedures are properly followed.

Support the College Head of Reception and Security in the overall management of the Reception area

**Key responsibilities**

* Assist the Senior Night Duty Manager in the supervision and support of the night reception team to ensure that they are motivated and meet daily objectives in line with college standards and procedures.
* Training and development of the night reception team, under direction from the College Head of Reception and Security and Senior Night Reception Duty Manager.
* Support the Senior Duty Manager in various administrative duties for Head of Reception and Security where required.
* To cover the Senior Night Duty Manager extra duties when he/she are not on duty.
* Completion of nightly security checks along with building safety and maintenance audits.
* Ensure security protocols are adhered to at all times and deal with any matters arising in a prompt and efficient manner to ensure the safety and security of members, guests and staff.
* Have operational knowledge of all front of house services and be aware how to access these services to meet the members’ requirements.
* Maintain awareness of all site procedures relevant to Reception, ensuring that any required changes to procedures are brought to the attention of everyone involved.
* Liaise with day supervisors and contractor’s to ensure that all Reception facilities are maintained and are in working order.
* Find cover when staff call in sick or when necessary.
* Provide in depth information on the local area, directions, traffic & travel updates, timetables etc.
* Assist in the implementation and improvement to services and procedures.
* Complete an end of Shift Report and action any outstanding issues arising.
* Become a First Aider & Fire Marshall (training will be given).
* To cover shifts at The Goodenough on Mecklenburgh Sqaure where required.
* Any other duties as may reasonably be required.

**Person Specification**

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| **Job Title:** Night Reception Duty Manager |
| Education/ Training | * GCSE English and Maths Grade C or above
* Ongoing professional development
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| Experience | * Good people management skills
* Responsibility for setting tone of organisation
* Experience of working in a 3 or 4 star hotel reception or equivalent corporate environment
* Experience in supervising and motivating people
* Supervisory / Duty Management experience
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| Technical Skills & Abilities | * Excellent customer service skills
* IT literate including Microsoft Outlook and computerised room booking systems
* Excellent team player
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| Personal Attributes  | * Self-motivated and well organised
* Flexible and resourceful
* Performance oriented and committed to continuous improvement

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**All of the above are essential criteria**

***Review arrangements:*** *The details contained in the job description reflect the content of the job at the date the job description was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, the College will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.*

**Application**

Please send your CV along with a covering letter (no more than two sides of A4) advising us why you are suitable for the role to: jobs@goodenough.ac.uk