



Job Title:	Day Receptionist (Maternity Cover, nine months fixed-term contract)
Reports to:	Reception Duty Manager/ Head of Reception and Security
Staff reporting:	N/A
Based at:	Mecklenburgh Square, London WC1N 2AB
Salary:	£28,450 per annum
Shift Pattern:	The position is based on working five days out of seven on a rota basis and will include weekends and bank holidays. The shift pattern involves working between 7.00am – 3.00pm or 3.00pm – 11.00pm or any eight hour shift within these hours; working across two College buildings, and occasionally including the Goodenough Hotel London which provides 4-star accommodation.

Goodenough College is an educational charity providing residential accommodation to postgraduate students from all over the world. The Goodenough Hotel, which provides 4-star accommodation to all sorts of guests, has strong ties with the College and plays a major role in the financial stability of the educational charity.

Job purpose

- Responsible for providing a professional and friendly service, to all Members, guests and visitors.
- Dealing with all situations in a courteous and professional manner.
- Covering reception desks within the College or Hotel as requested by the Head of Reception and Security or Reception Duty Manager.

Key responsibilities

1. Ensure all guests and College Members receive a professional, warm and individual welcome, which gives a lasting and positive impression of the College.
2. Answer telephone enquiries in a professional manner.
3. Take responsibility for carrying out all necessary operations when guests arrive and depart (check-in/check-out)
4. Receive and sort mail and deliveries.
5. Help visitors and Members to store suitcases/luggage in the back office area.

6. Respond professionally to a wide range of requests
7. Manage invoicing payments and cash operations during the day shift.
8. Report all facilities and maintenance issues to the Helpdesk.
9. Acquire operational knowledge of all front of house services and know how to access these services to meet the members' requirements.
10. Ensure that reception is constantly staffed and kept immaculately clean and welcoming at all times.
11. Demonstrate competence and confidence in the use of a range of IT systems.
12. Complete daily end of shift reports.
13. Become a First Aider and Fire Marshal (training given) and carry out evacuation procedures.
14. Undertake any other duties which may be reasonably be requested.

Person Specification

Job Title: Day Receptionist	
Education/ Training	<ul style="list-style-type: none"> • GCSE English and Math's grade C or above • Appropriate professional qualifications (NVQ or higher) or be qualified by experience
Experience	<ul style="list-style-type: none"> • Reception / Front of House experience in a 3 or 4 star hotel reception or equivalent corporate environment
Technical Skills and Abilities	<ul style="list-style-type: none"> • IT literate including Microsoft Outlook and Brilliant or similar hotel booking systems • Use of a hotel operating system
Knowledge/ Understanding	<ul style="list-style-type: none"> • Excellent communication skills • Outstanding customer service skills • Fluent in written and spoken English
Personal Attributes	<ul style="list-style-type: none"> • Self-motivated and well organised • Guest-oriented and service driven • Excellent interpersonal skills • Diplomacy and self-control • Team player with a positive attitude

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