



<b>Job Title:</b>	Day Receptionist
<b>Reports to:</b>	Reception Duty Manager/ Head of Reception Services
<b>Based at:</b>	Mecklenburgh Square, London WC1N 2AB
<b>Salary:</b>	£30,771.52 per annum
<b>Shift Pattern:</b>	This position requires working five days a week on a rota, including weekends and bank holidays, with shifts between 7:00am–3:00pm, 3:00pm–11:00pm, or any eight-hour period within these times, across two College buildings.

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Goodenough College is an educational charity providing residential accommodation to postgraduate students (Members) from all over the world.

### **Job purpose**

The main purpose of the receptionist is to deliver a professional and friendly service to Members, guests, and visitors. This includes handling all situations with courtesy and professionalism. The receptionist is also responsible for covering reception within the College or the Goodenough Hotel front desk if needed, as directed by the Head of Reception Services or any one of the Reception Duty Managers.

### **Key Responsibilities**

1. Ensure all guests and College Members receive a professional, warm, and individual welcome, leaving a lasting and positive impression of the College.
2. Answer telephone enquiries promptly and in a professional manner.
3. Handle guest check-ins, check-outs, and receive cross-training in reservations.
4. Receive, sort, and distribute mail and deliveries efficiently.
5. Undertake training to become a qualified First Aider and Fire Marshal and carry out evacuation procedures when required.
6. Assist visitors and Members with secure luggage storage in the back-office area.
7. Respond professionally and helpfully to a wide range of guest and Member requests.
8. Manage invoicing, payments, and cash handling accurately during the day shift.
9. Report all facilities and maintenance issues promptly to the Helpdesk.
10. Maintain a strong operational knowledge of all front-of-house services and how to access them to meet Members' needs.
11. Ensure the reception is continuously staffed, kept neat and welcoming at all times.
12. Demonstrate confidence and competence in using a variety of IT systems.
13. Complete detailed end-of-shift reports daily.
14. Carry out any other reasonable duties as requested.

## Person Specification

<b>Job Title:</b> Day Receptionist	
<b>Education/ Training</b>	<ul style="list-style-type: none"><li>• Relevant professional qualifications, such as hospitality or customer service (NVQ or higher) or qualified by experience</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>• Previous experience in a customer-facing role, ideally within hospitality, education or front-of-house services</li><li>• Familiar with reception operations including check-ins and check-outs</li></ul>
<b>Technical Skills and Abilities</b>	<ul style="list-style-type: none"><li>• IT literate including all Microsoft applications</li><li>• Experience in using a hotel operating system or PBSA software</li></ul>
<b>Knowledge/ Understanding</b>	<ul style="list-style-type: none"><li>• Excellent communication and interpersonal skills with a warm and professional manner</li><li>• Outstanding customer service skills with a demonstrated ability to be guest-oriented and service-driven</li><li>• Fluent in written and spoken English</li></ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"><li>• Self-motivated and well organised, able to manage a variety of tasks</li><li>• Diplomacy and ability to stay calm in high pressured situations</li><li>• Team player with a positive attitude</li><li>• Flexible and adaptable, willing to undertake cross-training and additional duties as required.</li><li>• Discreet and respectful of confidentiality, especially when handling Member requests and sensitive information</li></ul>