

## Job Description

<b>Job title:</b>	<b>Accommodation Reception Co-ordinator</b>
<b>Department:</b>	<b>ahs</b>
<b>Grade:</b>	<b>4</b>
<b>Location:</b>	<b>Woodland Court, Claverton Campus, Bath</b>

### Job purpose

The post holder is responsible for the daily operation of the East Accommodation Centre (EAC) Reception providing a customer focussed service to both resident students and external customers throughout the year.

To provide financial and clerical support relating to the provision of Student and Commercial Accommodation

### Source and nature of management provided

Receptions Team Leader/Sales and Quality Manager

### Staff management responsibility

The post holder will provide on job training to all reception staff as well as supervising all reception staff to ensure that the EAC Reception provides a professional customer focussed operation during opening hours.

### Special conditions

This role is responsible for working a variety of hours as Reception is open 7 days a week from 8am – 8pm during university term time and 8am – 10pm during the summer vacation period. From time to time you will be required to work at the other accommodation receptions (the Virgil Building and West Accommodation Centre).

The duties of the role are also such that work outside of the EAC Reception opening hours will sometimes be required. When this is necessary, and if possible adequate notice will be given, and time off in lieu may be taken by arrangement with your line manager.

## Main duties and responsibilities

1	To control the room access allocation for both term time and summer vacation arrivals and ensure that all have a positive experience on their arrival at the university.
2	To receive, handle and resolve customer queries and or complaints from both students and commercial guests; providing feedback and recommendations for improvement where necessary.
3	To take responsibility for and follow the University's financial procedures, to include, but not limited to: <ul style="list-style-type: none"> <li>• Ensuring the commercial business payment policy is adhered to at all times.</li> <li>• Receiving and processing payments, involving cash tills and card machines, which are then cleared using Room Service or Agresso.</li> <li>• Ensuring that the end of day reconciliation is completed daily.</li> <li>• Leading on the banking of cash and cheque payments received.</li> <li>• Ensuring that all refunds due are processed and completed efficiently.</li> <li>• Carrying out commercial debt chasing, as required, if the commercial payment policy is not followed.</li> </ul>
4	To train, to the required standard, and supervise all evening and weekend staff and the summer vacation assistants. To ensure the department's policies and procedures are adhered to, at all times.
5	Liaise with Accommodation Operations Team, Facilities Team, Security and the Estates Department to resolve emergency faults incl. maintenance
6	Manage the daily key checks and control and security of keys for campus rooms
7	Control the issue of signing out departmental Master Keys to staff and contractors
8	Liaise with Security re handover of late arrivals for accommodation and the provision of empty rooms (when available) for selling / emergency use after the EAC Reception closes.
9	Managing email enquiries through Request Tracker ensuring that all enquiries are responded to within 24 hours.
10	Taking telephone calls, sending sales literature or greeting clients at Reception to actively sell / up sell university accommodation.

From time to time you may be asked to assist in the facilitation of CPD activities. This will form part of your substantive role and you will not receive additional payment for these activities.

You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.

## Person Specification

<b>Qualifications and Training</b>	<b>Essential</b>	<b>Desirable</b>
Educated to A Level or equivalent	✓	
Educated to degree level		✓
Other Professional qualifications		✓
<b>Knowledge and Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience of working in a customer facing dynamic reception / reservations role	✓	
Experience of financial procedures for handling cash, using tills and card machines	✓	
Experience of customer care and understanding of confidentiality and discretion, especially over the counter service	✓	
Experience of working with local Tourism		✓
Experience of working within a Higher Education Institution / Hotel		✓
<b>Skills and Aptitudes</b>	<b>Essential</b>	<b>Desirable</b>
Excellent interpersonal, verbal and written communication skills. Ability to present information clearly and concisely	✓	
Excellent organisational skills, the ability to be flexible and work unsupervised and to plan and prioritise workload to meet deadlines	✓	
Good and accurate numeracy skills including the ability to work confidently with the Internet, IT, Database Microsoft Office Applications systems	✓	
Experience of using Room Service or hotel booking system such as MICROS Oracle	✓	
The ability to work within and contribute to a team	✓	
Ability to use initiative	✓	
The ability to work under pressure, and flexible to adapt to changing priorities	✓	
Desire to deliver and achieve excellent standards of work and service. Punctuality is essential in delivery of service	✓	
Positive and enthusiastic	✓	
Attention to detail	✓	
Experience of selling and up selling		✓

## Effective Behaviours Framework- Delivering the Experience

**ahs** has identified a set of effective behaviours or 'acts' which we value and have found to be consistent with high performance. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these 'acts' previously.

### **Striving for Excellence:**

Planning and organising workloads to ensure that deadlines are met within resource constraints. Producing a high standard of work and consistently meeting objectives.

### **Providing Outstanding Service:**

Willing and able to provide a professional, friendly and quality service to students, staff, commercial customers, visitors and suppliers. Displaying a positive 'can-do' attitude and tailoring the service to suit differing customer needs.

### **Problem Solving:**

Able to remain calm under pressure and use initiative to overcome issues. Being proactive to ensure problems are not repeated and able to make suggestions on how we can improve.

### **Being Adaptable & Flexible:**

Being open to new ideas and ways of working. Able to respond to shifting priorities and support colleagues when required.

### **Doing the Right Thing:**

Being aware of how your behaviour impacts others. Showing respect and tolerance, being open and honest. Supporting environmental and fair-trade campaigns within **ahs**.

### **Caring:**

Having a genuine desire to support others well-being. Being kind and compassionate to colleagues and customers.

### **Teamwork**

Building effective working relationships. Working co-operatively with a wide range of interpersonal skills.

### **Developing self and others:**

Showing commitment to own development. Seeking and accepting feedback.