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## Guest Receptionist Part Time

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### Job Description

#### **The context and opportunities of this role**

Wycliffe Hall is a Permanent Private Hall of the University of Oxford, and an Anglican theological college in the evangelical tradition. It is committed to excellence in teaching and research, thereby making a significant contribution to the intellectual life of the University and the wider society. We have about 140 students, of whom around 40% are Church of England ordinands. Students study for undergraduate and graduate qualifications, from the certificate to doctoral level, and come from a wide range of backgrounds.

The role of guest receptionist supports the college as we expand our commercial opportunities. It offers hosting for day or weekend conferences, alongside a thriving B&B offering.

#### **Purpose of the role:**

- To provide a friendly and welcoming first encounter with Wycliffe for visitors staying in the hall.

We are advertising this role as either 30 hours a week or two appointments of between 14-16 hours:

<b>One Post – 30 hours</b>	<b>OR</b>	<b>Two Posts – 14-16 hours</b>
Employment is for 30 hours per week (Saturdays 2pm-10pm; Sundays 2pm-10pm; three weekday evenings to be arranged 5pm-10pm).		Employment is for 14-16 hours for either: Saturday or Sunday 2pm-10pm plus one or two weekday evenings to be arranged 5pm-10pm.

Please state which post you applying for on an application.

#### **Reception Responsibilities**

- Greet visitors
- Monitor the main doors, CCTV and security cameras.
- Receive deliveries and inform recipients
- Answer the phone and relay messages

- Monitor the shared enquiries/accommodation inbox

### **B&B Responsibilities**

- Welcome – Receive guests and show them to their rooms.
- Check in and monitor arrivals on Turbo, our room booking system.
- Administration – prepare keys and access cards for next day arrivals
- Monitor, and if necessary, amend, fire roll call daily.
- Answer queries by email, phone or in person.

### **Events Responsibilities**

- Welcome - Greet guests to the Hall and guide them to the appropriate place.
- First line of support with AV equipment, troubleshooting and ensure shutdown of equipment post event.
- Open meeting rooms and lock after booking.
- Liaise with the catering and housekeeping team.
- Setting of rooms for different events and preparation for Monday morning.

### **Other responsibilities**

- First aider
- Health & Safety responsibilities as agreed with the Domestic Bursar
- Fire Marshal in conjunction with the Student Warden.
- Student support for weekend arrivals
- Follow the college procedures for maintenance emergencies and help with student lock outs.

### **Selection Criteria**

The ideal candidate will possess excellent communication skills, attention to detail, and the ability to handle multiple tasks efficiently. A commitment to ensuring a safe and welcoming environment for all visitors and guests is essential. Training will be provided for specific systems and procedures as required.

### **Essential Attributes:**

**Customer Service Skills:** Strong interpersonal and communication skills to provide a welcoming and helpful experience for visitors, guests, and colleagues.

**Security Awareness:** Ability to monitor and ensure the security of the premises through CCTV and other security measures.

**Organizational Skills:** Efficient management of reception tasks, bookings, and event preparations, demonstrating excellent organizational abilities.

**Tech-Savvy:** Proficiency in using basic office software, room booking systems, and familiarity with AV equipment for event support. Training on our systems will be provided.

**Problem-Solving Skills:** Quick thinking and effective problem-solving capabilities, especially when dealing with guest inquiries, maintenance emergencies, or event-related issues.

**Team Player:** Ability to collaborate with colleagues in catering, housekeeping, and other departments to ensure smooth operations during events.

**Flexibility:** Willingness to adapt to a dynamic environment and work outside regular office hours as required.

**Health and Safety Awareness:** Understanding and commitment to health and safety protocols, including first aid training.

**Attention to Detail:** Accuracy in preparing keys, access cards, and monitoring fire roll call to ensure a high level of service.

**First Aid Certification:** Possession of a valid first aid certification or willingness to undergo training.

#### **Desirable Attributes:**

**Previous Reception Experience:** Prior experience in a receptionist role or a similar customer-facing position.

**Knowledge of College Systems:** Familiarity with the specific room booking and administrative systems used within the Hall.

**Event Management Experience:** Experience in coordinating events, including room setup and AV equipment support.

**Health and Safety Certification:** Additional certifications or training in health and safety practices.

**Multilingual Skills:** Proficiency in multiple languages to assist a diverse range of visitors and guests.

**Conflict Resolution Skills:** Ability to handle challenging situations with diplomacy and professionalism.

**Cultural Sensitivity:** Understanding and appreciation of diverse cultures and backgrounds, enhancing the ability to provide inclusive hospitality.

**Initiative:** Proactive approach to work, taking initiative to address issues and improve processes.

**Availability:** Availability for additional hours or occasional weekend events beyond the regular schedule.

**Key Relationships:** Receptionist, Domestic Bursar, Domestic Manager, Conference & Events Manager and Student Warden

#### **Remuneration**

This post is offered subject to the satisfactory completion of a six-month probationary period and the capability and disciplinary provisions set out in the employee handbook. The salary is provided on Wycliffe Hall's scale (linked to the University of Oxford) £23,000 pro rata, depending on experience.

**Pension:** Wycliffe Hall will contribute an amount equal to 10% of salary to a Group Personal Pension Scheme.

**Working hours:** part-time, either 30 hours per week or 14-16 hours per week

**Place of Work:** Wycliffe Hall, 54 Banbury Road, Oxford OX2 6PW

**Notice Period:** The standard notice period is three months.

**Holidays:** Initially 25 days per year pro rata, in accordance with the College Holiday Policy, in addition to public holidays, which, if these fall during the college term, shall be taken at an agreed time during vacations.

The role will be responsible to the Domestic Bursar.

**DBS Disclosure:** An enhanced DBS Disclosure will be required

**Application Process:**

To apply for this post, please send the following:

1. A full CV
2. A covering letter outlining your reasons for applying and demonstrating how you meet the key selection criteria.
3. The names and contact details of two referees

Applications are to arrive by 12 noon on 12 April 2024. Interviews are likely to take place at Wycliffe Hall during the following week. To expedite the selection process and potentially appoint a suitable candidate before the deadline, early applications are strongly encouraged. Qualified candidates may be considered for appointment upon review of their applications.

Please send applications to [vacancies@wycliffe.ox.ac.uk](mailto:vacancies@wycliffe.ox.ac.uk).

The job description is correct as of March 2024. It will, however, be discussed between the appointee and the line manager, and may be amended, following consultation, to reflect developments in or changes to the job.