

Role:	Hospitality Coordinator
Function:	Sarum College
Department:	Hospitality
Reports To:	General Manager of Hospitality
Key Contacts:	General Manager of Hospitality, Catering Manager, Housekeeping Team, Contractors, Service Users and Staff

Role Purpose:

The Hospitality Coordinator role is responsible for facilitating the efficient and effective operation of Hospitality services in the College; actively promoting the College's Hospitality and educational services and ensuring the needs of the guests and the business are met at all times.

Core Responsibilities and Key Accountabilities:

- To promote a professional, welcoming atmosphere for every guest on arrival.
- To be responsible for the security and safety of all College guests at all times and for evacuation in the event of a fire or major incident, including overnight when the post holder may be the only employee on site.
- Report any major incidents occurring out of office hours to the Duty Senior Manager according to guidance outlined in the Business Continuity Plan.
- To be responsive and perform tasks as needed to ensure excellent customer service.
- To effectively operate the Management Support System (HOP) and report any faults or issues as necessary.
- To be responsible for specific Hospitality tasks including:
 - Undertaking along with the Housekeeping team, health and safety checks of the building (looking for 'slip, trip and fall' hazards, broken sockets etc.).
 - Managing stationery supplies and College incoming and outgoing post including franking.
 - Setting up conference rooms as required.
 - Supporting the Housekeepers by checking guests rooms are clean and set up correctly for their arrival the next day.
 - Operating and closing the College bar. Checking the takings and float are correct before securing them.
 - Producing the weekly event list.
 - Running end of day reports and reconciling daily takings.
- To liaise daily with colleagues and complete all tasks prior to the end of each shift to ensure a smooth handover.
- Support the catering team by clearing up after any evening function that finishes late.
- Be responsible for all bookings from initial contact, sending contracts, accounting for deposits, guest welcome and accurate invoicing.
- To be responsible for daily briefing of Housekeeping team on room cleaning, maintenance management and health & safety issues.

- To top up literature and advertising holders, remove outdated posters from College notice boards.
- To be knowledgeable about the College’s learning programmes, and take bookings and payments for these as required.
- To attend monthly meetings with the General Manager of Hospitality.
- To perform any other fair and reasonable task set for the needs of the business.
- Ensure compliance at all times with the Health and Safety at Work Act 1974.

Key Performance Indicators:

- Service users satisfaction results.
- Satisfactory compliance with all legislative requirements.
- Accurate operation of administrative procedures.
- Evidence of actively selling services.
- Satisfactory feedback of performance from appraisals.
- Feedback from departments to the General Manager of Hospitality.

Personal Specifications:

Essential	Desirable
<ul style="list-style-type: none"> • Experience of delivering a high level of service to all guests while working under pressure. 	
<ul style="list-style-type: none"> • Excellent IT skills and experience in using service support systems. 	<ul style="list-style-type: none"> • Experience of using Property Management Software or Hotel Management Software
<ul style="list-style-type: none"> • Excellent interpersonal skills; excellent written and verbal communication skills. 	<ul style="list-style-type: none"> • Experience of writing to customers and writing contracts, preferably in a hospitality environment.
<ul style="list-style-type: none"> • Good level of literacy and numeracy commensurate with the role. 	<ul style="list-style-type: none"> • Experience of invoicing, accounting for monies received and VAT, preferably in a hospitality environment
<ul style="list-style-type: none"> • Ability to take responsibility and be proactive. 	
<ul style="list-style-type: none"> • Ability to manage the pressures and issues that arise in a hospitality setting with a calm professional manner. 	
<ul style="list-style-type: none"> • An understanding of Health and Safety and Fire Safety in a residential building. 	<ul style="list-style-type: none"> • Experience of being responsible for Health and Safety and Fire Security in a professional setting
<ul style="list-style-type: none"> • Experience of selling services. 	<ul style="list-style-type: none"> • Experience of selling services in a hospitality environment.
<ul style="list-style-type: none"> • Ability to work as a member of a team 	
<ul style="list-style-type: none"> • Ability to work flexibly across the department and College 	
<ul style="list-style-type: none"> • Sympathy with and commitment to presenting the ethos of Sarum College. 	

Confidentiality:

In the course of their duties, employees may have access to confidential material regarding service users or members of staff. Identifiable information relating to service users or staff must not be divulged to anyone without authorisation. A breach of this rule will be regarded as a disciplinary issue and action could be taken against those in breach of it.

Salary: Between £22,440 - £24,480pa depending on experience.

Hours of Work: An average of 37.5 hours per week which will consist of 5 shifts worked in a combination of day shifts from 09:00-17:00, and night shifts from 17.00 – 09.30 (sleep in from 23.00 to 7.30). The shifts are rostered to ensure rest and balance. Employee commitments will be considered as far as feasible but the rota will be set around the needs of the business. Employees will be asked to help cover for leave and sickness as and when it occurs.

Annual Leave: Entitlement is 27 days plus statutory holidays, which includes the days when the College is closed over the Christmas period.

Pension: Sarum College operates a non-contributory defined pension scheme to which Sarum College currently contributes 8.5% of salary.

Only candidates eligible to live and work in the UK should apply for the post and shortlisted candidates will be asked to provide proof of eligibility to work in the UK at the selection process. Any offer of employment will be subject to receipt of satisfactory references, medical questionnaire, Confidential Declaration relating to safeguarding, and a satisfactory Basic DBS check.

Appointment to the post is subject to a 3-month probationary period which may be extended.