

OPPORTUNITY

Front Office Supervisor

Reference: R210364

Salary: £23,067 to £25,217 per annum – Grade 6

Contract Type: Continuing

Basis: Full Time (36.5 hours per week)

Job description

Job Purpose:

This role provides and oversees front of house services to our conference delegates, hotel customers, students as well as visitors and staff. This includes a number of reception duties such as direction and signage of customer areas, car parking, processing hotel transient & group booking services, hotel check in and check out and assisting customers with their personal requirements to facilitate a comfortable stay.

All front of house team share a core of key skills to ensure our customers are well looked after and their expectations are exceeded. A warm and friendly welcome and approach, clear communication and resulting actions are expected from all.

In conjunction with the Operations Manager the role will provide supervisory support for the Front Office Assistant team.

Individual front of house members are cross trained on all disciplines, however naturally will have a specialism more suited to their previous experience. This allows for consistent cover to ensure customer requirements are met, encourages partnership working, increases individuals experience and provides a dynamic and interesting work place.

The post holder will support their line manager in the development and performance reviews of the Front of House Team.

Main duties and responsibilities

- Create a pleasant and professional environment to all customers, visitors, colleagues and students at all times.
- Maintain close professional working relationships with customers, suppliers, visitors and colleagues by building rapport and showing interest in their person.
- Maintain all relevant paper, electronic filing and administration of the database systems to the required legal, departmental and company standard with information on customer, rate, payment and booking information. Maintaining the standard of procedures for the operation of the hotel property management system.
- Acting as the company's switchboard and direct/action all incoming phone calls to quickly resolve the customers' requirements and queries and taking/passing on messages effectively where required.
- Acting as the hotels' helpdesk in all guest related and internal matters.
- Deal with and initially act upon customer feedback to remove initial customer stresses or enable service improvements. Further escalate where appropriate.
- Take payment for and process all company front of house revenues by following all legal and company processes and procedures.
- Assisting customers with enquiries and reservations for carpark, bedroom reservations, directions and hospitality bookings etc
- Controlling Conference Aston site security such as carpark barrier, repeater CCTV screen, fire walkie talkies, key cupboards, intruder and assistance alarms, and similar.

- Proactively promote and upsell Conference Aston hotel services or products as part of guest interaction (in line with the company's Terms and Conditions where appropriate).
- Ensure that all equipment in the department is well maintained and kept in good working order, following lines of escalation where required.
- Receive and facilitate effective departmental handovers and communication between shifts and other departments to ensure a seamless customer journey
- Attend daily, weekly, monthly and ad hoc meetings as requested engaging prepared and contributing to achieve the meetings objectives.
- To ensure the department is adequately resourced by completing an effective roster
- To support the Operations Manager in developing and maintaining an effective training & skills development plan for the Front Office team to ensure the team are offering the optimum service levels
- To carry out between 2-4 duty manager shifts per week.
- Act responsibly in all duties in line with the company's and University's code of conduct, policies and procedures as well as health & safety and environmental principles in all aspects of communication, actions and responsibilities.
- Conduct any other reasonable activity as requested by the Head of Department, Duty Manager or company executive team as commensurate within the grade of the post.

This list is not exhaustive and will be reviewed periodically where adjustments may be made in an effort to fulfil the department's objective of delivering a seamless and positive

Additional responsibilities

- ▶ Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities to develop themselves and support the development of others.
- ▶ Ensure and promote the personal health, safety and wellbeing of staff and students.
- ▶ Carry out duties in a way which promotes fairness in all matters and which engenders trust.
- ▶ Promote equality of opportunity and support diversity and inclusion as well as working to support the University's environmental sustainability agenda and practices.

Person specification

	Essential	Method of assessment
Education and qualifications	<p>GCSE/Equivalent in English - minimum of level C</p> <p>GCSE/Equivalent in Mathematics - minimum of level C</p> <p>NVQ Level 3 Diploma in occupational work supervision or equivalent qualification</p>	Application form
Experience	<p>Experience in a front line customer service role</p> <p>Experience in a duty management role in a customer service role, involving responsiveness, operational planning and emergency response</p> <p>To have carried out some level of supervisory of a task or department</p> <p>To have worked in a busy reception environment</p>	Application form and interview
Aptitude and skills	<ul style="list-style-type: none"> • Excellent communications skills both written and spoken • Good working knowledge of MS Office programmes (Excel, Word, PowerPoint and Outlook) • Good keyboard and computer skills • Basic problem solving skills • Basic technical skills in audio visual equipment • Quality focussed with proven customer service skills • Ability to build rapport at various levels • Demonstrable eye for detail • Resilient and calm under pressure • Confident, responsible and flexible • Ability to prioritise work in a pressured environment 	Application form and interview

	Essential	Method of assessment
	<ul style="list-style-type: none"> • Self-motivated and proactive • Taking initiative and enthusiastic • Demonstrating diplomacy/tact • Proven team worker but equally able to work on own initiative • Warm, personable and outgoing • Positive/Can do attitude • Well presented • Ability to work alternating shifts 5 days of 7 • Ability to follow process/procedures and suggest possible improvement to develop processes 	

	Desirable	Method of assessment
Education and qualifications	<p>ECDL (European Computer Driving Licence)</p> <p>NVQ level 3 Front of House Reception</p> <p>Welcome to Excellence: Welcome Host Gold</p>	Application form
Experience	Previous experience in a hotel, conference centre or hospitality environment	Application form and interview
Aptitude and skills	<p>IT skills including hotel property management systems, preferably Guestline</p> <p>Foreign language skills</p>	Interview and presentation

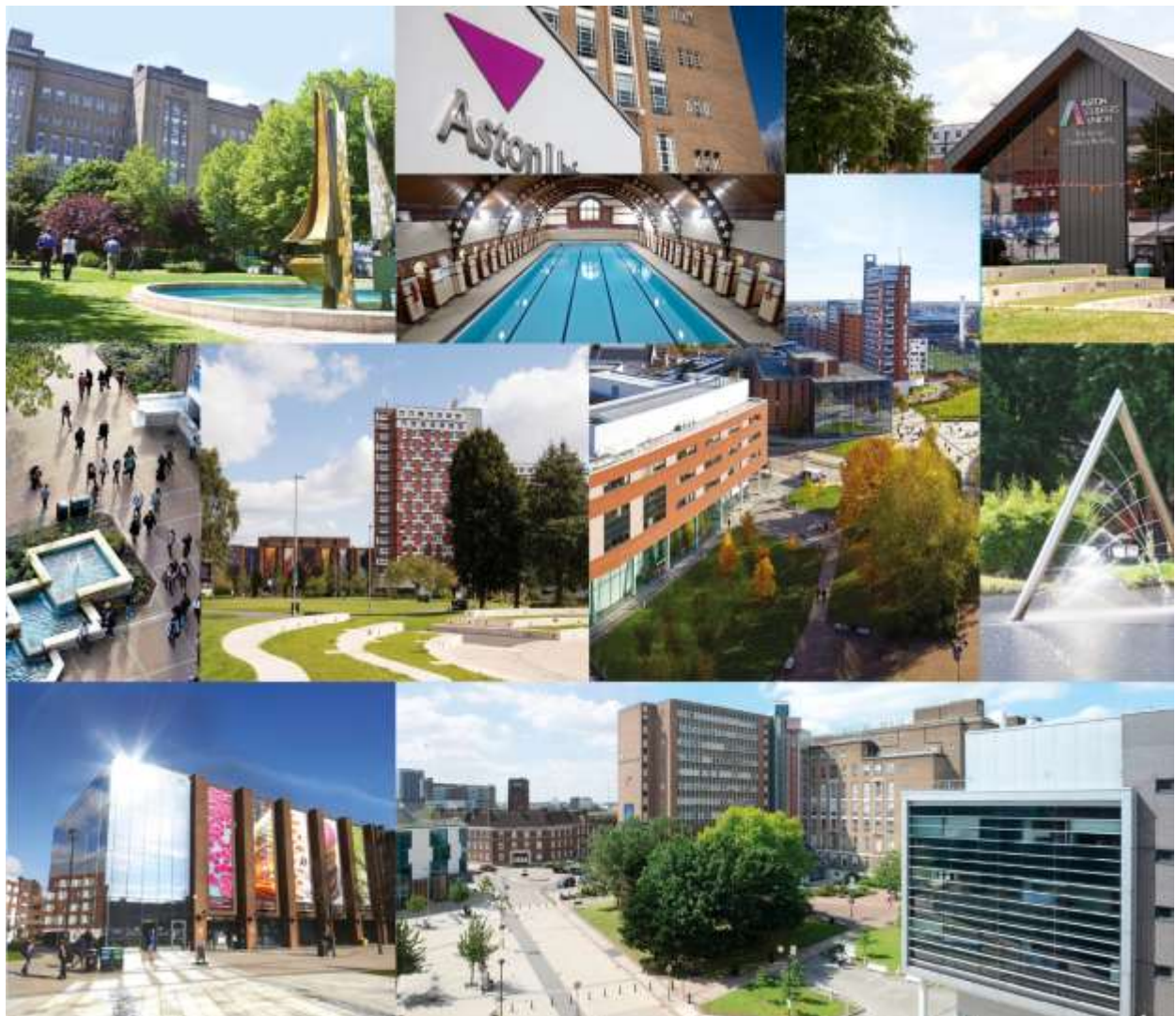
How to apply

You can apply for this role online via our website <https://www2.aston.ac.uk/staff-public/hr/jobs>.

Applications should be submitted by 23:59pm on the advertised closing date.
All applicants must complete an application form, along with your CV.

Any CV sent direct to the Recruitment Team and Recruiting Manager will not be accepted.

If you require a manual application form then please contact the Recruitment Team via jobs@aston.ac.uk.



Contact information

Enquiries about the vacancy:

Name: Ben Parkes

Job Title: Operation Manager

Email: l.b.parkes@aston.ac.uk

Enquiries about the application process, shortlisting or interviews:

Recruitment Team via jobs@aston.ac.uk or 0121 204 4500.

Additional information

Visit our website <https://www2.aston.ac.uk/staff-public/hr> for full details of our salary scales and benefits Aston University staff enjoy

Salary scales: <https://www2.aston.ac.uk/staff-public/hr/payroll-and-pensions/salary-scales/index>

Benefits: <https://www2.aston.ac.uk/staff-public/hr/Benefits-and-Rewards/index>

Working in Birmingham: <https://www2.aston.ac.uk/birmingham>

Employment of Ex-Offenders: Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the positions they applying for is listed an exception under the act.

Eligibility to work in the UK:

Post-Brexit transition period / EU Settlement Scheme

The post-Brexit transition period ended on 31 December 2020. If you are an EU/EEA citizen and you were a resident in the UK before 31 December 2020, you and your family members (including non-EU citizens need to apply to the EU Settlement Scheme to continue to live, work and study in the UK beyond 30 June 2021. The deadline for applying to the EU settlement scheme is 30 June 2021. You can apply via the Government webpage

<https://www.gov.uk/settled-status-eu-citizens-families>

Irish Nationals do not need to apply for settlement as they retain the right to work in the UK.

New immigration system for EU/EEA and Swiss Nationals who were not resident in the UK before 31 December 2020

A new immigration system has been introduced for people arriving in the UK from EEA countries with effect from 1 January 2021. In addition to those who have always required a visa, EU citizens moving to the UK to work will need to get a visa in advance. You can find more information on the following website. Candidates should check their eligibility to enter or remain in the UK in advance of making any job application via the UKVI website <https://www.gov.uk/browse/visas-immigration/work-visas>. Before applying you should ensure that you meet the requirements. If you do not meet the eligibility criteria, any application for a work visa would be unsuccessful.

If you require a visa to work in the UK the most common types of visa are:

Skilled Worker Visa <https://www.gov.uk/skilled-worker-visa>

Global Talent Visa

If you are a leader or potential leader in one of the following fields you may be eligible to apply for a Global Talent Visa:

- Academia or Research
- Arts and Culture
- Digital Technology

Please click the following link for further information and to check your eligibility for this visa. <https://www.gov.uk/global-talent>

Equal Opportunities: Aston University promotes equality and diversity in all aspects of its work. We aim to ensure, through our admissions policies for students, and our staff recruitment and selection processes that we encourage applications from all groups represented in the wider community at a local, national and international level.

The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against student or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual's career.

An Equal Opportunities Monitoring Form is included within the application form. Data you provide on the Equal Opportunities Monitoring Form will be included in a general database, for statistical monitoring purposes, enabling the University to monitor the effectiveness of its Policy, Codes of Practice and Guidelines on Equal Opportunities in Employment. Individuals will not be identified by name.

Data Protection: Your personal data will be processed in compliance with the Data Protection Act 2018 and the General Data Protection Regulation ((EU) 2016/679) ("GDPR"). The University's Data Protection Policy and Privacy Notices, including the Job Applicant Privacy Notice can be found at <https://www2.aston.ac.uk/data-protection>. Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with the University which will be stored in manual and/or electronic files. Information in statistical form on present and former employees is given to appropriate outside bodies.

Full details of our terms and conditions of service and associated policies and procedures are available online at <https://www2.aston.ac.uk/staff-public/hr/policies>

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**Where change
gets real.**