



IMPACT

Hotel Coordinator

Reference: R210379

Salary: £20,600 - £22,847 per annum

Contract Type: Permanent

Basis: Full Time

Job Description:

Job Purpose:

The position offers an opportunity to experience a variety of departments that are crucial to the day-to-day running of one of Birmingham's busiest hotel and conference venues. It requires a thorough understanding of administrative procedures across the various business functions and demonstrates confidentiality in dealing with business affairs. A key focus of this role is to work with the Commercial Manager to coordinate customer enquiries, work with the Operations Manager to maintain the Guestline property management system to the agreed standard, co-ordinate bookings and work with the sales, revenue and the events team to provide a high standard of customer support. It will also involve providing support to the Head of Conference Aston and Hotel Financial Controller to assist with administration and finance duties as required, as well as the Building Services Manager in support of venue Health and Safety administration. For the majority of the time, the post-holder will be undertake the role's duties on a Monday to Friday basis, within standard business hours, however, the role requires some flexibility to work 5 in 7, or shifts, in order to provide occasional support to operational areas.

The position is offered on a full-time permanent basis

Main duties and responsibilities

Responsibilities

- ▶ To support the sales and events enquiry desk with incoming calls, emails and enquiries from all external and internal University sources for Conferences and Events, converting enquiries to confirmed/contracted bookings and coordinating all of the details required to facilitate the conversion process.
- ▶ To actively work on the Property Management Software database to ensure all information is correctly loaded and recorded to enable efficient use of the system. To enter all enquires and chase activities on the diary management system.
- ▶ To ensure the effective use of the hotel and conference rate strategies, and bedroom and conference diary management is made to maximise revenue potential for new enquiries.
- ▶ To ensure that information relating to client requirements for provisional and confirmed event bookings is captured effectively in line with the departmental standards of procedure.
- ▶ Working with the Event Planning Team on event final details, liaising with the operations and front of house teams, so that the operational delivery of the event can be undertaken to the highest quality levels.
- ▶ To assist general enquiries and callers to the hotel, with details relating to their hotel stay, hosting their events at Conference Aston, advising on aspects of the event process and other venue enquiries, and following these up by telephone or email as needed.

- ▶ To be familiar with the Conference Aston SOPs for the different areas of the business (Including: Finance, Sales, Events, Reception/Front of House.).
- ▶ To provide administration support in sending deposits, event invoices, payment links, hotel payments and other financial tasks, as required by the Hotel Finance Controller.
- ▶ To support departments as required, with collating data for any weekly/monthly business reporting, to ensure this is delivered on time and to a high standard.
- ▶ Ensure all personal and customer data is handled with the utmost professionalism, in line with the venue privacy statement and UK Data Protection Laws.
- ▶ To support administration of department meetings such as minute taking, preparing standard weekly function sheet reports or daily operations briefing data.

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>Experience of working in a hotel or venue, coordinating conferences, weddings or functions.</p> <p>Experience of working in a high quality, service driven environment.</p> <p>Administration experience in an office environment supporting a mix of business functions.</p> <p>Experience working with property management systems (ie. Guestline/Rezlynx) or other CRM software systems or similar.</p>	Application form
Experience	<p>Excellent communication skills both written and spoken.</p> <p>Able to work flexibly and productively as part of a team and with minimal supervision.</p> <p>Good working knowledge of MS Office programmes (Excel, Word, PowerPoint and Outlook.)</p> <p>Ability to meet targets for departmental KPIs linked to service excellence and customer satisfaction.</p> <p>Customer focused approach – comfortable dealing with a wide range of people.</p> <p>Self-motivated, proactive, honest and trustworthy.</p> <p>Have strong planning and organisational skills.</p>	Application form and interview

	Desirable	Method of assessment
Education and qualifications	HND or similar in the hospitality industry or equivalent level of qualification.	Application form
Experience	<p>Experience of working within hotels, event venues or the leisure industry would be beneficial but not essential.</p> <p>Experience working within a sales environment would be beneficial but not essential.</p> <p>Experience working with other business software programmes such as Agresso/Sage in finance.</p>	Application form and interview

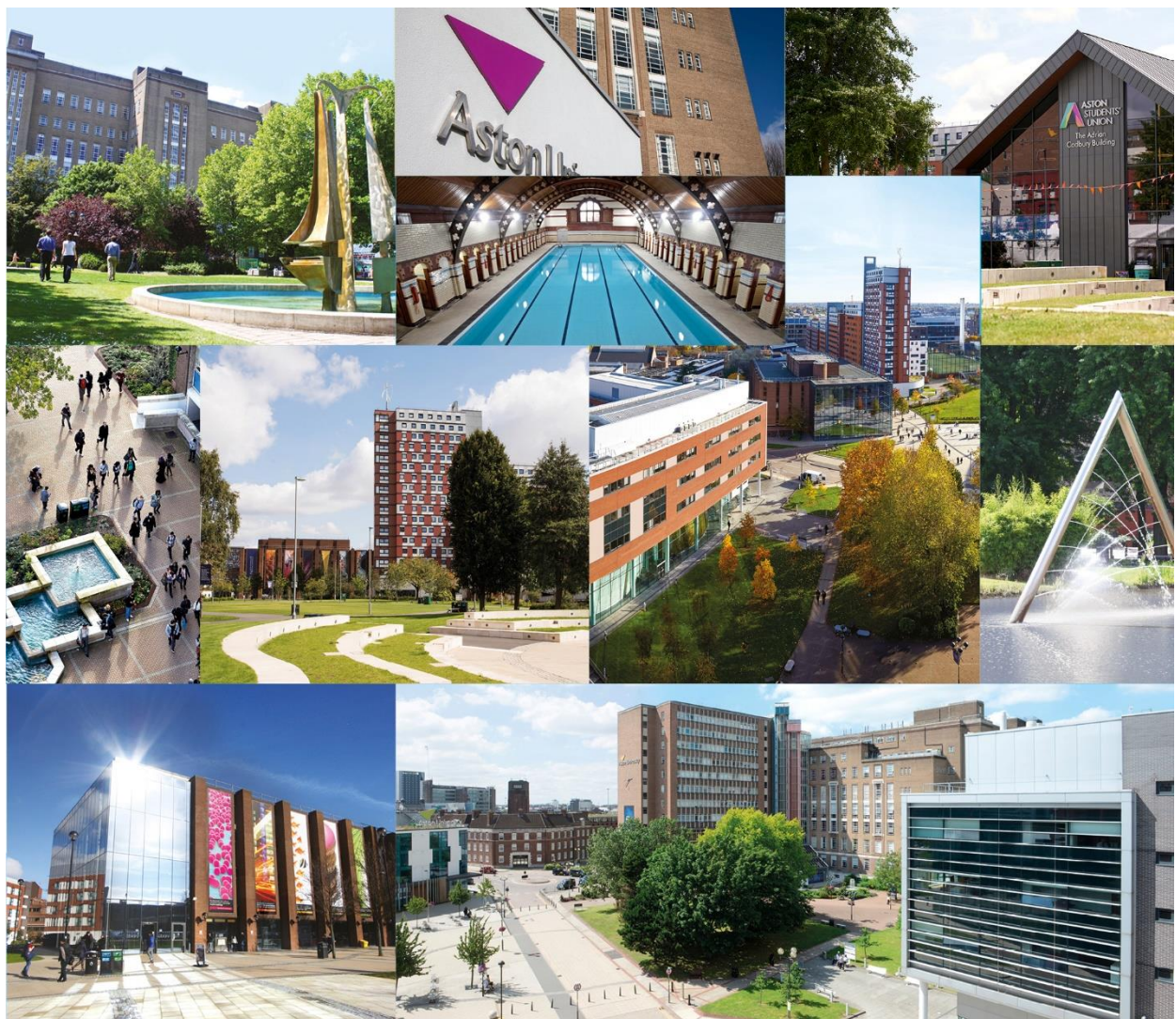
How to apply

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

Applications should be submitted by 23:59 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: Paul Bunce

Job Title: Commercial Manager

Email: p.s.bunce@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, including meeting the English Language 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>

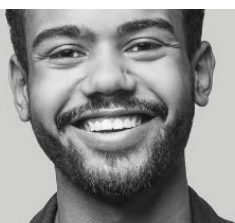
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gets real.**