



IMPACT

Night Shift Supervisor

Reference: R210485

Salary: Grade 05 £20,600 to £22,847 per annum

Contract Type: Continuing

Basis: Full Time

Job Description:

Job Purpose:

Main duties and responsibilities

This role will provide supervision and planning of work schedules for the night time operation of Conference Aston's Front of House services as well as serve shifts where the cover is needed as a team member. The post holder will ensure all revenue related checks and reconciliations have been conducted on a daily basis, whilst conducting End of Day processes and procedures, supporting daily financial disciplines. The post holder will provide support to the nights team, training, manage staff absenteeism and annual leave plans.

The post holder will ensure preparations for a successful customer journey the following day are completed, whilst looking after in house customers' requirements, safety and welfare. With ever growing Campus Business, responsibilities during the night also extend with a rising number of guests occupying residency business under the care of Conference Aston's nights team. The Night Shift Leader will be key in the liaison with the Residency evening team and Security in ensuring the welfare of those customers.

The night shift varies dramatically dependent on business, more than any other function in the business, therefore an adaptable and responsible person is required to ensure resources are used to their maximum benefit to the business at all times. The responsibilities outlined below are anticipated to be completed on a weekly (not daily) basis in most instances, but have been included for completeness.

Additional responsibilities

CUSTOMER

- ▶ Create a pleasant and professional environment to all customers and colleagues at all times.
- ▶ Maintain close professional working relationships with customers, external and internal suppliers and colleagues by building rapport and showing interest in their person.
- ▶ Meet and greet customers to the venue and ascertain/confirm that all their requirements have been met according to their booking. Assist with any other queries and requirements customers may have and ensure charges are captured where appropriate.
- ▶ Acting as the client liaison at night, including switchboard, organiser and customer queries, liaison with security and internal service providers as well as VIPs, colleagues and suppliers.
- ▶ Act upon customer feedback to remove initial customer stresses and enable service improvements.

- ▶ Assist customers with online enquiries including carpark, bedroom reservations, directions, etc.
- ▶ Ensure the customer interaction at night mirrors that of the standards delivered during the day.
- ▶ Take payment for and process all company front of house revenues by following all legal and company processes and procedures.
- ▶ 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).

OPERATIONS/PLANNING

- ▶ Review future booking requirements and advise the sales and meet & greet teams on any concerns regarding forward bookings and their setup/capacity requirements.
- ▶ Ensure all conference and public areas are prepared to the customers' requirements in a timely manner and with attention to detail as outlined on the company's function sheets.
- ▶ Review furniture stock levels against those booked for the forthcoming fortnight's events.

TEAM SUPERVISION

- ▶ Arrange for work plans as far in advance as possible to ensure resources are used effectively and meeting rooms are always set to a presentable level with a view of the next week's business.
- ▶ Provide training, development, structure, communication and guidance to the Night Porter team.

SECURITY

- ▶ Taking charge during emergency situations at night as per training and procedures provided.
- ▶ Controlling Conference Aston site security such as carpark barrier, repeater CCTV screen, fire walkie talkies, key cupboards, intruder and assistance alarms, and similar.

ADMIN/AUDIT AND SYSTEMS CHECK

- ▶ Ensure all relevant conference paper and electronic filing and database systems are maintained to the required legal, departmental and company standard with information on customer, rate, payment and booking information. This currently includes, but is not limited to, the Reslynx PMS system. This includes auditing the Guestline system, reconciling revenues across all disciplines whilst reviewing all correspondence against bookings for the following fortnight.

- ▶ Assist the Front of House Team with any administrative tasks in preparation for large events (this may include preparing signage, documentation, welcome letters, group check-in documentation, etc).
- ▶ Post appropriate revenues and complete end of shift, end of day, daily banking and any other financial business transactions.
- ▶ Audit rate structures on websites against yield schedule, as well as company and .com websites for accuracy of information.
- ▶ Assist with stock control of stationery goods.
- ▶ 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.
- ▶ Communicate effectively with all colleagues to ensure a seamless customer journey and information flow.
- ▶ 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 customer journey at Conference Aston.

Person specification

	Essential	Method of assessment
Education and qualifications	Education to GCSE Level.	Application form
Experience	<p>Previous supervisory experience in a busy hotel, conference centre or a hospitality environment.</p> <p>Conference and accommodation administration experience.</p> <p>Experience of rota-ing and annual leave planning.</p> <p>Experience of using Hotel Property Management/Booking systems.</p> <p>Standard MS Office software and internet.</p>	Application form, interview and presentation
Aptitude and skills	<p>Excellent communications skills both written and spoken.</p> <p>Advanced working knowledge of MS Office, Internet, database and email systems.</p> <p>Basic technical skills in audio visual equipment.</p> <p>Advanced numeracy and literacy skills.</p> <p>Excellent interpersonal skills including the ability to communicate verbally and in writing with individuals at all levels within the organisation.</p> <p>Quality focused with proven customer service skills.</p> <p>Ability to build rapport at various levels.</p>	Interview and presentation

	Essential	Method of assessment
	<p>Demonstrable eye for detail with excellent planning ability.</p> <p>Resilient, assertive and confident.</p> <p>Ability to prioritise work in a pressured environment and manage demanding deadlines.</p> <p>Advanced time management and organisation skills.</p> <p>Self-motivated, proactive, responsible and flexible.</p> <p>Well-developed problem-solving skills.</p> <p>Taking initiative and enthusiastic.</p> <p>Demonstrable supervisory skills.</p> <p>Demonstrating diplomacy/tact.</p> <p>Proven team worker but equally able to work on own initiative.</p> <p>Warm, personable and outgoing.</p> <p>Positive/Can do attitude.</p> <p>Well presented.</p> <p>Ability to work alternating shifts 5 days of 7.</p>	

	Desirable	Method of assessment
Education and qualifications	<p>ECDL (European Computer Driving Licence).</p> <p>Event Management Module or NVQ.</p> <p>Reception Management NVQ.</p>	

	Desirable	Method of assessment
Experience	<p>Customer Key Account Management experience.</p> <p>Team Management, training and target setting in a commercial organisation.</p> <p>Experience of Kinetics booking system.</p>	<p>Application form, interview and presentation</p>
	<p>Advanced technical skills in audio visual equipment.</p> <p>Foreign language skills.</p>	<p>Interview and presentation</p>

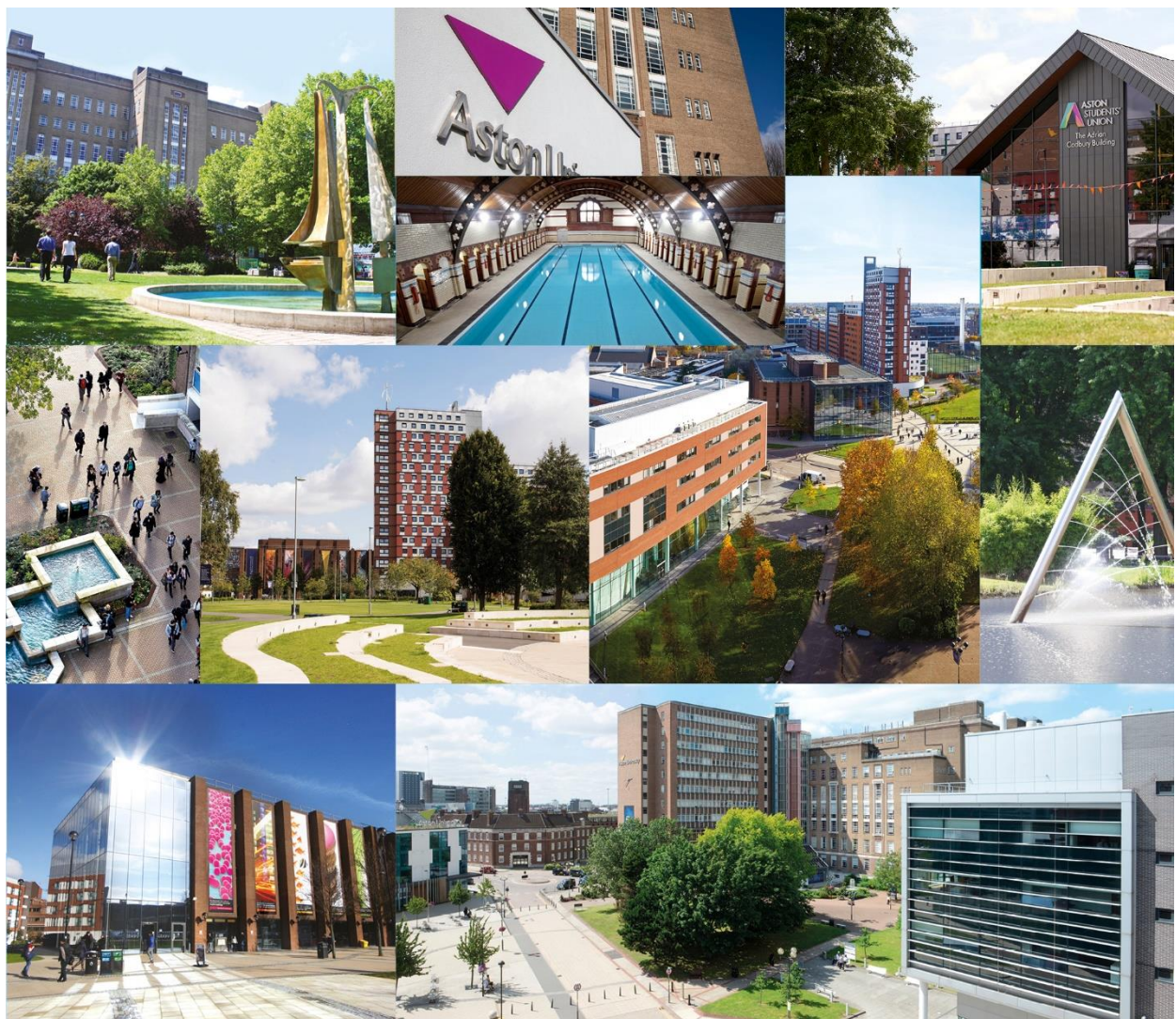
How to apply

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: Robert Nowakowski
Job Title: Building Services Manager
Email: r.nowakowski@aston.ac.uk

Enquiries about the application process, shortlisting or interviews:

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

Please note: Redeployees will be given priority consideration for vacancies.

Anonymous shortlisting will be carried out for this role as part of Aston University's commitment to equality and diversity and ensuring a fair and consistent approach to recruitment. Personal details that are included on application forms, including the candidate's name and address will not be disclosed to the shortlisting panel. We kindly ask that candidates do not send CVs or cover letters as these will not be considered.

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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**Where change
gets real.**