

## Lodge Receptionist

### Person Specification

#### Selection Criteria

##### **Essential:**

1. Conversational level spoken English.
2. Experience of greeting guests and visitors and making them feel welcome in a positive and friendly manner.
3. Experience of basic clerical duties and office procedures.
4. A good standard of personal presentation.
5. Attention to detail and a passion for providing excellent customer service.
6. Computer literacy: Word, Excel and knowledge of booking systems.
7. Self-motivated and able to take decisions after consideration of options.
8. Able to successfully balance formality and informality and possess the ability to communicate clearly and deal confidently with a diverse range of people.
9. Calm and able to deal confidently with emergency or challenging situations.
10. Team working skills and a willingness to support and assist colleagues when required including a flexible approach to work and duties and ability to change working hours if required to cover for colleagues

##### **Desirable:**

1. Previous experience of working in the hospitality industry.

#### Terms and Conditions

- Salary: £28,097 p.a. (pay award pending *w.e.f. 1<sup>st</sup> August*)
- Work hours cover shifts from 7am to 10pm on rotating basis (mixture of early and late shifts).
- 40 hours per week, any 5 days out of 7 (ie not Monday – Friday)
- Free lunch on duty when College meals are available
- Uniform
- College Gym membership (c.£95/yr)
- 38 days holiday (includes public holidays)
- Eligible for membership Oxford Staff Pension Scheme
- Must become and remain first aid qualified