

## Job Description – Full Time Hospitality Coordinator



Sarum College's primary purpose is to run specialist theological education programmes, some of which are residential. Alongside its courses, the College is a busy conference centre with B&B accommodation. The College has 50 bedrooms and seven meeting rooms.

The College has invested more than a half a million pounds to upgrade accommodation and refectory facilities, the College's and has a business plan based on continued growth.

Suitable candidates for this role will be able to carry out a variety of day-to-day hospitality tasks to ensure that our guests, visitors and students receive a high level of customer care. The role includes night cover.

The hospitality team is made up of a director, a deputy director, a catering manager, two full time chefs and a kitchen assistant, the equivalent of two full-time hospitality coordinators, as well as a team of part time catering and housekeeping staff.

### Core Values

In addition to the basic values of respect, honesty, integrity we expect as a minimum requirement for staff, we have four core values that form the foundation of all our behaviours and attitudes.

We welcome people of all faiths and none  
We are committed to Sarum because we love it  
We learn together and from each other  
If we can we will

### Job purpose

To assist in the running of Sarum's day to day hospitality activities, to ensure that our guests, visitors and students receive a high level of customer care.

### Main tasks

To ensure that all hospitality services run smoothly, however challenging behind the scenes.	40%
To effectively operate the integrated IT systems of the college, and understand all aspects of the systems for hospitality use.	30%
To be in sole charge of the college and visitors and guests overnight; taking responsibility for the security and safety of the college and guests for evacuation in the event of a fire or major incident.	20%
To be a team player, taking on such tasks as are needed to ensure excellent customer care.	10%

## **Detailed tasks include**

### **Customer Care**

- to provide excellent Customer Care to all those who come to Sarum College;
- to staff the reception desk in 'front of house' capacity
- to have working knowledge of Sarum College courses and events to be able to respond effectively to enquiries
- to address and process enquiries and bookings for Sarum's facilities efficiently and effectively

### **Administrative tasks**

- to be proficient with systems used in the hospitality department, including web-sites, Beacon (the college's administration system), accounting systems, Excel, Word
- to be responsible for some of the specific hospitality tasks e.g. course invoicing, Health & Safety, order stationery; set up conference facilities including audiovisual equipment
- to sort and open incoming post and prepare outgoing post
- to liaise with the catering department as required
- to work closely with hospitality colleagues during handover/takeover of shifts to ensure a smooth transition

### **Security and additional tasks**

- to assist with housekeeping and kitchen tasks as required
- to run the college bar when required
- to take responsibility for security and safety during your shift
- carry out such other duties as the College may from time to time reasonably require

### **Working conditions**

The hospitality team works to a shift rota which will include regular overnight and weekend working. Shifts are sleeping duty after 11pm.

## **Person Specification**

### **Essential**

- experience that demonstrates understanding and passion for hospitality;
- ability to represent an organisation's work and activities in a 'front of house' role
- ability to deliver a high level of service to the public whilst working under pressure;
- excellent interpersonal and communication skills orally and on paper;
- ability to be numerate and literate in the delivery of routine administration;
- ability to take responsibility and be proactive;
- ability to cope and handle issues and uncertainty on own initiative in a calm professional manner;

- ability to set own priorities and work without close supervision, whilst remaining a team player;
- skill in using IT (Microsoft Word, Outlook and Access databases) and confidence in setting up IT equipment in conference rooms;
- ability to demonstrate an understanding of the issues involved in being responsible for the health and safety and fire evacuation of a residential building;
- ability to maintain appropriately directed energy and stamina; and
- sympathy with and commitment to presenting the ethos of Sarum College.

### **Desirable**

- understanding and skill in using telephone systems;
- possession of a good knowledge of the Salisbury area;
- ability to identify and improve the quality of hospitality offered;
- knowledge and experience of working with Microsoft Excel, Power Point or Sage Line 50;
- experience of working in a hotel or similar environment

### **Job Details**

<b>Remuneration</b>	£17,515 p.a. Sarum also operates a non-contributory defined contributions pension scheme to which Sarum currently contributes 8% of salary
<b>Hours</b>	An average of 35 hours per week with an unpaid meal break of half an hour per shift plus two overnight sleeping duties per week. Normal shift working hours will be between 7.30am and 11.00pm on all days of the week, within variable patterns. You will be required to work varying shift patterns over the working week. Each week of the three-week rota includes five daytime shifts and two overnight sleeping duties, ensuring sufficient rest time. The rota is set primarily around business needs; however there is some flexibility to take account of personal commitments.
<b>Annual Leave</b>	Entitlement is five weeks plus statutory holidays; this includes the days when the College may be closed over the Christmas period.
<b>Reporting to</b>	The Director of Hospitality