

Job title	<b>Front of House Supervisor</b>
Grade	<b>4</b>
Salary range	<b>£21,843 - £25,298 p.a.</b>
Staff Group	<b>Assistant</b>
Department / Institution	<b>ICE Hall Operations</b>

## Role-specific information

### Role Summary

The Hall and the operational staff (comprising various fixed-hours and casual staff), provide teaching and meeting room facilities along with full 'hotel services' to a broad range of the Institute's own programme of courses and events as well as to commercial conferences meeting and function activities for a wide range of external clients. The Hall currently has 15 meeting rooms, 62 en-suite bedrooms, a Bar, Dining Hall, public spaces and seven acres of gardens. The hall operates 24 hours per day, 7 days per week and is utilised by the Institute's own programme of activities as well as the revenue earning business.

The Hall is required to maintain a high level of occupancy of all facilities and in addition to the residential and non-residential courses and conference business the Hall actively promotes wedding receptions, catering events, individual bed and breakfast accommodation and social events.

At any one time there will be up to 180 short-term customers/students on the site, up to 84 short-term residents (one to five nights) and functions and events taking place (anything from concerts for 100, garden parties for 500, to wedding receptions and lectures).

The Front of House Supervisor will oversee the front of house function of Hall Operations ensuring that guests, staff and customers are met with the highest standards of welcome and will ensure that there is always appropriate cover for this very necessary customer-facing area.

The role-holder will line-manage a team of Receptionists and Conference Assistants and aim to achieve a seamless delivery of customer service from beginning to the end of a visitor's/group's stay. As reception is the first port of call for many enquiries about housekeeping, hospitality provision, billing, individual requirements, etc, these staff make the initial impression upon visitors. It is critical to the Institute's reputation and success as an event venue that staff in these areas are professional, accommodating, and welcoming at all times. The conference assistants look after the furniture and AV equipment and set ups throughout the building, where attention to detail is key.

The Front of House Supervisor plays an integral part in training and inspiring their staff to ensure visitors experience exceptional customer service at all times. They will also oversee room-setting activities and provide clear instructions on requirements and standards.

The Front of House Supervisor will seek advice on operational issues from their line manager, and will liaise with other team managers to ensure a joined-up approach to service delivery in order to meet the Institute's objectives and business needs.

They will be required to act as Duty Manager for the operation, and will be expected to have experience in a hospitality environment (hotel/conference/events management) to support this aspect of their role.

## Key Responsibilities

<b>Line Management duties</b>	<b>40%</b>
<ul style="list-style-type: none"> <li>• To supervise service delivery by reception staff and conference assistants, especially during busy periods.</li> <li>• To carry out regular on-the-job training with all reception and porter staff to ensure that they perform their duties correctly to Madingley Hall standards.</li> <li>• To ensure that the training needs identified in the staff review and development process are actioned.</li> <li>• To problem-solve and deal with issues directly when required.</li> <li>• To monitor staff development, training, and staff performance.</li> <li>• To forward-plan in conjunction with other Hall managers to ensure rotas are suitable and meet staffing requirements.</li> <li>• To participate in the recruitment of leaver replacements or new staff requirements.</li> <li>• To reconcile payments and to resolve till and receipts discrepancies with reception staff and to feedback improvements in security or processing of payment handling procedures with management as appropriate.</li> </ul>	
<b>Customer Service</b>	<b>10%</b>
<ul style="list-style-type: none"> <li>• To be available during peak check-in periods to deal with any problems or complaints and to direct staff effectively in response to activity levels.</li> <li>• To ensure that guests are greeted in a professional manner and that all registration formalities are correctly completed, paying particular attention to charge-out details and PCI rules.</li> <li>• To liaise closely with the housekeeping and conference and sales departments on check outs, moves, etc.</li> <li>• Build Reception into an information hub for visitors and students by ensuring that receptionists and porters are informed of general activity in the Hall that day, including number of visitors and timing of arrivals, Hall schedules, use of rooms, how to direct academic programme enquiries, etc.</li> <li>• Understand reception systems in order to provide practical support until appropriate cover can be found.</li> </ul>	
<b>Planning</b>	<b>15%</b>
<ul style="list-style-type: none"> <li>• To liaise with conference and sales office and pre-allocate rooms, bearing in mind the preferences of regular and VIP guests.</li> <li>• To organise front of house rotas, ensuring that there are sufficient staff to cover all duties, particularly during peak period business and to arrange a stand-by in case of illness or absenteeism.</li> <li>• Forward-plan recruitment for leavers, new positions, etc. to avoid use of temporary staff or solutions where possible.</li> </ul>	
<b>Reservations Management</b>	<b>5%</b>

<ul style="list-style-type: none"> <li>To manage online booking sites in association with the sales and conference office to ensure maximum room occupancy in line with agreed policy on overbookings.</li> <li>Create back-up reference points to be used in times of system failures.</li> </ul>	
<b>Health &amp; Safety</b>	<b>10%</b>
<ul style="list-style-type: none"> <li>To be totally security conscious at all times and ensure that effective procedures are in operation for bomb scares, etc.</li> <li>To ensure that staff responsible for lifting, carrying, etc are appropriately trained and understand their obligations to observe health and safety requirements in carrying out their duties.</li> <li>To be able to calmly and appropriately respond to incidents which could potentially harm staff or visitors, and to pursue appropriate preventative measures for future reference..</li> <li>To achieve/maintain First Aid qualifications as necessary.</li> </ul>	
<b>Duty Management</b>	<b>20%</b>
<p>Where required to provide cover, act as Duty Manager:</p> <ul style="list-style-type: none"> <li>Coordinates the work and activities of all Departments whilst on duty</li> <li>Provides liaison with course organisers and individuals organising services as required, including initial welcome to the venue and confirmation of the day's event</li> <li>Provides operational assistance, as necessary, to maintain standards of customer service</li> <li>Attends any customer difficulty, grievance or complaint whilst on duty</li> <li>Deals with any emergency situation e.g. fire, service breakdown, theft etc.</li> <li>Handles cash and card receipts from tills at the end of shifts, and ensures these are securely delivered to Finance staff in a timely manner.</li> <li>Provides safety and security monitoring whilst on duty, including observing CCTV, reacting to alarms, observing movement around the site via an access control system. Takes action in the event of security incidents, contacting University Security and Police as appropriate.</li> </ul>	

## Person Profile

This section details the knowledge, skills and experience we require for the role.

<b>Education &amp; qualifications</b>	<ul style="list-style-type: none"> <li>A Level Education or equivalent</li> <li>BIIAB Personal Licence or the ability to qualify</li> <li>First Aid at Work (St John's Ambulance preferred)</li> <li>Knowledge and experience of food handling and alcohol regulations needed for Duty Manager responsibilities.</li> </ul>
<b>Specialist knowledge &amp; skills</b>	<ul style="list-style-type: none"> <li>Excellent and proven customer service skills</li> <li>Knowledge and understanding of current health and safety legislation</li> <li>Numeracy skills</li> </ul>
<b>Interpersonal &amp; communication skills</b>	<ul style="list-style-type: none"> <li>Excellent communication and interpersonal skills</li> <li>Ability to work as part of a team in pressurised and time constrained environment</li> <li>Ability to deal tactfully with problems and complaints</li> <li>Has a positive and helpful outlook in interaction with visitors and students</li> </ul>

	<ul style="list-style-type: none"> <li>• Able to deal with problems for staff and visitors in a discreet and calm manner</li> </ul>
<b>Relevant experience</b>	<ul style="list-style-type: none"> <li>• Supervisory experience in a customer service environment</li> <li>• Experience working in hotel or similar environment</li> <li>• Quick-thinking and able to foresee potential difficulties or problems and mitigate their effects swiftly and calmly</li> <li>• Experience of handling payments and reconciling financial transactions</li> </ul>
<b>Additional requirements</b>	<ul style="list-style-type: none"> <li>• Flexible approach to shift and weekend work</li> <li>• Organised and methodical approach to planning</li> <li>• Able to respond to staff shortages and lead on effective solutions including stepping in personally in times of need</li> <li>• Able to handle with problems for staff and visitors in a discreet and calm manner</li> <li>• Keen to develop managerial skills in the hospitality industry</li> </ul>

## Terms and Conditions

<b>Location</b>	Madingley Hall Operations, Madingley, Cambridge
<b>Working pattern</b>	Monday to Sunday variable (full time on a rota basis including evenings, weekends and bank holidays)
<b>Hours of work</b>	36.5 hours per week
<b>Length of appointment</b>	Permanent
<b>Probation period</b>	6 months
<b>Annual leave</b>	<p>Full time employees are entitled to annual paid leave of 7.2 weeks (or 36 days) inclusive of public holidays.</p> <p>Paid holiday entitlement will increase by one day after nine years' unbroken service and thereafter by one additional day for each period of three years' unbroken service up to a maximum of four additional days after eighteen years' service.</p>
<b>Pension eligibility</b>	<p>Cambridge University Assistants' Contributory Pension Scheme (CPS).</p> <p>Pension scheme details, including information about the legal requirement for the University to automatically enrol its eligible jobholders into a qualifying workplace pension scheme from 1 March 2013, is available at: <a href="http://www.pensions.admin.cam.ac.uk/">http://www.pensions.admin.cam.ac.uk/</a>.</p>
<b>Retirement age</b>	The University does not operate a retirement age for assistant staff.

The full incremental salary range for the position is advertised in order to demonstrate the progression for the Grade. In the majority of cases appointments will be made at the Grade minimum; only in very specific exceptional circumstances can a higher salary be offered.

## Screening Check Requirements

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it. If you need further information, you may find the Right to Work page within the 'Applying for a job' section of the University's Job Opportunities pages helpful (please see <http://www.jobs.cam.ac.uk/right/have/>).

## Application Process

To submit an application for this vacancy, please click on the link in the 'Apply online' section of the advert published on the University's Job Opportunities pages. This will route you to the University's Web Recruitment System, where you will need to register an account (if you have not already) and log in before completing the online application form.

Please include details of referees who you are willing for us to contact before an interview if invited. If you upload any additional documents which have not been requested, we will not be able to consider these as part of your application.

The closing date for applications is 19 September 2017. Interviews are expected to take place in the week commencing 25 September 2017.

If you have any questions about this vacancy or the application process, please contact: [ICEHRAAdministration@admin.cam.ac.uk](mailto:ICEHRAAdministration@admin.cam.ac.uk).

## General Information

### The University of Cambridge

The University of Cambridge is one of the world's oldest and most successful Universities, with an outstanding reputation for academic achievement and research. It was ranked first in the 2011 QS World University Rankings and its graduates have won more Nobel Prizes than any other university in the world. The University comprises more than 150 departments, faculties, schools and other institutions, plus a central administration and 31 independent and autonomous colleges.

The University and the Colleges are linked in a complex historical relationship. The Colleges are self-governing, separate legal entities which appoint their own staff. They admit students, provide student accommodation and deliver small group teaching (supervisions). The University awards degrees and its faculties and departments provide lectures and seminars for students, determine the syllabi for teaching and conduct research.

There is much more information about the University at <http://www.cam.ac.uk/univ/works/index.html> which we hope you will find helpful.

### Institute of Continuing Education

Please see our website at: [www.ice.cam.ac.uk](http://www.ice.cam.ac.uk) for further information.

### What the University can offer you

One of our core values at the University of Cambridge is to recognise and reward our staff as our greatest asset. We realise that it's our people who have built our outstanding reputation and that we will only maintain our leading position in the academic world by continuing to attract and retain talented and motivated people. If you choose to come and work with us, you will find that we offer:

- **Excellent benefits** – You will be eligible for a wide range of competitive benefits and services, including numerous discounts on shopping, health care, financial services and public transport. We also offer defined benefits pension schemes and tax-efficient bicycle, car lease and charity-giving schemes.

We will help you balance your home and work life by providing you with generous annual leave entitlement and procedures for requesting a career break or flexible working arrangements if you need them. You will also have access to a range of well-being support services, including in-house Occupational Health and Counselling services. If you have childcare responsibilities, you may also benefit from the enhanced maternity/adoption pay, two nurseries and a holiday play scheme that we provide.

We are keen to welcome new employees from other parts of the UK and other countries to Cambridge. If you will be relocating to Cambridge on a centrally funded appointment of two years or more, you may be eligible for our relocation expenses scheme. The University Accommodation Service (<http://www.accommodation.cam.ac.uk/>) will also be available to help you find suitable rented accommodation and to provide advice on renting arrangements and local facilities, if required. In addition, certain academic and academic-related appointments are eligible for the Shared Equity Scheme which offers financial assistance with the purchase of living accommodation.

- **A welcoming and inclusive environment** - We will help you settle into your new role and working environment through a central University induction event, local induction activities and our online induction package. Where appropriate to your role, you will have a probation period to provide a supportive framework for reviewing your progress and discussing your training and development needs.

If you are relocating to Cambridge, you and your family will be welcome to attend the Newcomers and Visiting Scholars Group, which provides an opportunity to find out more about Cambridge and meet other people new to the area.

- **Extensive development opportunities** - The encouragement of career development for staff is one of the University's core values. We put this into practice through various services and initiatives, including:
  - A wide-range of training courses and online learning packages.
  - The Staff Review and Development (SRD) Scheme, which is designed to enhance work effectiveness and facilitate career development post-probation.
  - Leave for career and personal development, including long-term study leave for assistant staff and sabbatical leave for academic staff.
  - The CareerStart@Cam programme, which supports assistant staff roles without higher education qualifications to develop their skills, experience and qualifications. Assistant staff may also apply for financial assistance for study which results in a qualification.
  - Reduced staff fees for University of Cambridge graduate courses.
  - The opportunity to attend lectures and seminars held by University departments and institutions.
  - Policies and processes dedicated to the career development of researchers and the implementation of the principles of the Concordat, which have led to the University being recognised with an HR Excellence in Research Award by the European Commission.

You can find further details of the benefits, services and opportunities we offer can be found in our CAMBens Employee Benefits web pages at <http://www.hr.admin.cam.ac.uk/pay-benefits/cambens-employee-benefits>. A range of information about living and working in Cambridge is also available to you within the University's web pages at <http://www.jobs.cam.ac.uk/> and <http://www.hr.admin.cam.ac.uk/hr-staff/information-staff>.

## Equality of Opportunity at the University

We are committed to a proactive approach to equality, which includes supporting and encouraging all under-represented groups, promoting an inclusive culture and valuing diversity. We make selection decisions based on personal merit and an objective assessment against the criteria required for the post. We do not treat job applicants or members of staff less favourably than one another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

We have various diversity networks to help us progress equality; these include the Women's Staff Network, the Disabled Staff Network, the Black and Minority Ethnic Staff Network and the Lesbian, Gay, Bisexual and Transgender Staff Network. In addition, we were ranked in the top 100 employers for lesbian, gay and bisexual (LGB) staff in Stonewall's Workplace Equality Index 2013 and we hold an Athena SWAN silver award at organisation level for promoting women in Science, Technology, Engineering and Medicine.

We are supportive of staff with caring responsibilities, such as through our flexible working, career break and returning carers schemes. We encourage individuals to include details of any breaks in employment due to caring responsibilities in applications for employment so that these can be taken into consideration in assessments made, where appropriate.

## Information if you have a Disability

The University welcomes applications from individuals with disabilities and we are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so, and, if successful, to assist them during their employment. Information for disabled applicants is available at <http://www.admin.cam.ac.uk/offices/hr/staff/disabled/>.

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact, Sheetal Kale, who is responsible for recruitment to this position, on 01223 746205 or by email on [sheetal.kale@ice.cam.ac.uk](mailto:sheetal.kale@ice.cam.ac.uk). Alternatively, you may contact the HR Business Manager responsible for the department you are applying to via [hrenquiries@admin.cam.ac.uk](mailto:hrenquiries@admin.cam.ac.uk).