

# Job Description and Person Specification

**Hospitality Executive**

**August 2024**

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## Purpose and Values

### Purpose

**Our purpose is:**

Breaking down barriers together.

### Values

**Our values are:**

Dare to be different

Make it happen

Don't be mean

## Job Description

<b>Job Title:</b>	<b>Hospitality Executive</b>
<b>Salary:</b>	Grade 1: £24,780 to £35,280
<b>Hours of Work:</b>	40 hours per week  Monday to Friday 08.30 to 17.00  Occasional weekend or evening work may be required, by agreement.
<b>Working from home:</b>	The post is an office-based role.
<b>Holidays (Paid):</b>	25 days (some of which to be taken during Christmas/New Year shut down), plus public holidays.
<b>Pension:</b>	Contributory pension scheme  Full details are available from the Finance Department
<b>Main purpose of the role:</b>	Undertake the role of Hospitality Executive  Provide a high-quality hospitality service that embodies the Institute's purpose and values.  Champion our communication principles: clear; concise; compassionate  Operate as our first line of contact, in an authentic, engaging, inclusive, respectful and professional manner, to create a positive impression and uphold the reputation of the Institute.  Support the Head of Hospitality and Events in the delivery of key events and meetings.
<b>Reporting to:</b>	Head of Hospitality and Events
<b>Location:</b>	Based at 7 Bedford Square, London WC1B 3RA

## Main Tasks

The main tasks of the job are:

- Provide a high-quality hospitality service that embodies the Institute's purpose and values.
- Operate as our first line of contact, in an authentic, engaging, inclusive, respectful and professional manner, to uphold the reputation of the Institute.
- Ensure the building entrance, reception, ground floor kitchen and waiting areas are kept clean, tidy and presentable at all times, ensuring compliance with brand guidelines and health and safety instructions. Report any incidents to Estates and Facilities personnel.
- Meet and greet staff, students, applicants and external visitors, creating a positive first impression and an efficient sign posting service in person and via the telephone. Provide refreshments to external visitors.
- Maintain the Visitors' Log and sign in/out system as well as preparing and printing Visitor Badges.
- Maintain required level of phone and reception cover throughout the day, requesting support as needed.
- Administrative control of the call handling system, including monitoring and updating operator, reception and cover hunt groups and out of office message scheduling, in conjunction with IT Services.
- Accurately populate phone call statistics in the Call Log, producing a monthly activity report.
- Monitor and maintain a call handling process guide, liaising with all stakeholders, to provide clear and up to date guidelines on call handling requirements.
- Train reception support staff to cover absences and holiday periods.
- Be the gatekeeper for all required email inboxes
- Receive and sort incoming post and parcels and flag with Estates and Facilities personnel for distribution.
- Prepare outgoing mail for collection or posting.
- Maintain stationery store, keep stock check and distribute as required. Prepare monthly stock level report and restock items as needed. Flag special requests with Estates and Facilities personnel.
- Monitor, input and confirm room booking requests for Bedford Square meeting space and other Hospitality and Events external bookings. Liaise with meeting organiser, Estates and Facilities and IT personnel to brief room set up requirements.
- Receive and place catering orders for Bedford Square meetings and other Hospitality and Events bookings. Using finance systems to raise purchase, invoice and expense requests, ensure all financial information is reconciled on time and to required policies and processes.
- Proactively identify barriers to hospitality service delivery, suggest actions and implement improved ways of working, in conjunction with hospitality team and other stakeholders. Flag urgent issues to Head of Hospitality and Events.
- Work collaboratively with the Hospitality Team and other colleagues to develop and

implement engaging event ideas.

- Attend Staff Meetings, Staff Development sessions and all other meetings at which attendance is required.
- Ensure all tasks are undertaken within the spirit of the Institute's purpose and values.
- Ensure all communications with students and colleagues are in line with the Institute's Communication Principles.
- Use all IT systems appropriately and effectively to include SharePoint and Microsoft Teams.
- Carry out duties and responsibilities with due regard to relevant regulations, policies and procedures, including those relating to health and safety.
- Adhere to the provisions of data protection legislation, and refrain from sharing any personal or other information with any third party without the Line Manager's express permission.
- In addition to the above tasks, to undertake any other tasks and projects as directed by the Line Manager (or nominee).

***The above is not an exhaustive list of tasks as the role may change to meet the Institute's overall objectives. These tasks are subject to amendment over time as priorities and requirements evolve and as such the job description may be amended at any time by the line manager following discussion with the post holder.***

## Person Specification

### Essential criteria [i.e. the criteria that an applicant must satisfy]

#### **Qualifications**

- Level 3 or above qualification(s).

#### **Experience and attributes**

- Experience of working in a front of house/hospitality setting.
- Experience of customer service, answering telephones and responding to emails.
- Computer literate (to include competence in the use of Microsoft Office, in particular Word, Excel, PowerPoint and Outlook; SharePoint; and Microsoft Teams).
- Excellent writing, communication and interpersonal skills.
- Ability to engage, influence and work positively with a wide range of people at all levels.
- Ability to work independently as well as take direction and work collaboratively across divisional and departmental boundaries.
- Excellent organisational skills and the ability to effectively prioritise.
- Ability to manage change and adapt to a fast-changing environment.

#### **Personal qualities**

- Welcoming, hospitable and compassionate attitude.
- Reliable and punctual.
- Listens well and quickly interprets needs.
- An authentic desire to help people, with the ability to own and find solutions to problems.
- Ability to work under pressure and meet tight deadlines, whilst maintaining high attention to detail.
- Commitment to living the Institute's values: Dare to be different; Make it happen; and Don't be mean.
- Enthusiasm and empathy for the Institute's purpose.
- Genuine commitment to equal opportunities, widening participation, and the Institute's Inclusive Learning Environment.

**Desirable criteria [i.e. the criteria that it is desirable (but not essential) that an applicant should satisfy]**

***Qualifications***

- None.

***Experience and attributes***

- Experience in a student support function in a Higher Education setting.
- Use of Canva.
- Basic data analytics and reporting.

***Personal qualities***

- None.

**Guaranteed Interview Scheme for applicants with a disability and other related information**

We actively encourage applications from persons with a disability.

If an applicant with a disability meets the essential criteria for the job (as set out within the Person Specification), they will be provided with the opportunity to demonstrate their abilities at an interview under our Guaranteed Interview Scheme.

In order to request a guaranteed interview, to obtain documentation in a different format, to ask for support or to discuss any issues around reasonable adjustments, in the first instance, please contact Antony Charles, People, Talent and Culture Manager at [antony.charles@bil.ac.uk](mailto:antony.charles@bil.ac.uk). Please refer to our [Staff Recruitment and Development Policy](#) for further information.