



January 2019

Thank you for your interest in the post of Guest Relations Manager. Please find attached the following information:

- Job description
- Person specification
- General Terms & Conditions of Employment

If you would like to apply for this position, please submit a detailed CV and covering letter, by e-mail to Helen Dearing, Human Resources Officer:

Email: helen.dearing@westdean.org.uk

Tel: 01243 818 247

Closing date for applications: 8 February 2019

We endeavour to respond to all applicants in a timely manner. If, however, you do not hear from us within two weeks of the closing date, please assume that your application has been unsuccessful on this occasion.

JOB DESCRIPTION

JOB TITLE	Guest Relations Manager
BUSINESS AREA	Front of House, Estates
LOCATION	West Dean College of Arts and Conservation
RESPONSIBLE TO	Director of Property & Campus Operations
RESPONSIBLE FOR	Reception, Security, Housekeeping, Visitor Centre Shop
KEY LIAISONS	Collections Manager, Food Services Manager, Head Chef, Sales Manager, Product & Enterprise, Registry, Marketing and Gardens Manager.
MAIN PURPOSE OF ROLE	To manage the day-to-day Front of House operations and the associated teams in the delivery of an exceptional experience to students, guests and visitors. To lead and inspire the Front of House teams by example, being highly visible to all, and driven by attention to detail and service.

GENERAL DUTIES & RESPONSIBILITIES

Front of House Day to Day Operations

1. Be the first point of contact, internally and externally, in relation to all enquires and operational issues associated with the running of the Front of House teams.
2. Communicate the planned activities on site to the FoH team, including daily activities and events as well as group and individual arrivals and any special requests, reinforcing standards of excellence and promoting a strong team atmosphere and culture.
3. Proactively encourage the FoH teams to be interactive with students, guests and visitors to enhance the service provided, developing the teams to anticipate visitor and students' needs, act upon and follow up requests and deliver a level of service and responsiveness that generates compliments.
4. Deal sensitively, diplomatically and promptly with any complaints in a positive manner, looking for ways to build positively on feedback and seek opportunities to improve service offering.
5. Manage and oversee the practical activities associated with the day-to-day care, presentation and security of the campus buildings, ensuring high standards of cleanliness are maintained.
6. Ensure the standards of accommodation is maintained through regular checks, and that special requests are actioned as appropriate.
7. Work closely with internal departments to ensure all maintenance issues are identified within areas of responsibility and are reported and actioned, including upkeep and maintenance on accommodation.
8. Establish and maintain strict security procedures within the FoH teams, reporting any potential risks to the Director of Property & Campus Operations.

9. Oversee ordering and management of stock and relevant equipment and supplies, ensuring an effective inventory is kept for all areas of responsibility including housekeeping supplies.

Student, Guest and Visitor Experience

1. Be responsible for the student, guest and visitor experience, ensuring that all feel welcome and valued and receive the highest level of service at all times.
2. Be proactive in the continuous improvement of the students, guests and visitors experience and engagement through innovation and encouragement of knowledge sharing, ensuring that the highest standards of hospitality are developed and demonstrated at all times.
3. Ensure any complaints are dealt with sensitively, diplomatically and promptly, whilst seeking opportunities to improve service offering, in line with the organisation's policy and procedure.
4. Oversee the Visitor's Shop merchandise in conjunction with the Product and Enterprise Manager.
5. Liaise with the Gardens Manager to ensure visitor engagement activities are planned throughout the year and all information relating to best in season and engagement of daily activities are communicated effectively.
6. In conjunction with Gardens Manager and Product and Enterprise Manager be responsible for ensuring plant stock is vibrant, seasonal and reflective of West Dean.

Management & Supervision

1. Contribute to the overall operation of the Estates Division by having a high level of presence within the business.
2. It is expected that this role will cover reception shifts as required.
3. Maintain staff rotas for Housekeeping, Security, Reception and Visitor Centre shop, ensuring there is adequate cover within the agreed salary budget for all Front of House teams.
4. Develop and motivate the team to ensure continuous improvement of the FoH offering increasing customer service.
5. Monitor performance within the FoH Division and manage the Continuous Performance Review (CPR) process in liaison with the HR Officer, Estates. Hold monthly team meetings and regular individual one-to-one sessions with all staff.
6. In liaison with the HR Officer, Estates, manage staffing issues in respect of individual staff, including recruitment, induction, performance and welfare issues.

Health & Safety

1. Adhere to the College's health & safety policy at all times, ensuring a safe working environment.
2. Support team in undertaking risk assessments as appropriate (including COSHH), assessing workplace hazards.

3. Ensure high standards of security are maintained in the campus to keep the staff, students, volunteers and customers safe and the House and associated buildings secure.
4. Liaise with the person responsible for Health & Safety in relation to training, risk assessments, accidents, incidents & near misses and other process related Health & Safety matters.

Finance & Accounting

1. Manage the Resources budget efficiently and maintain tight cost controls adhering to all organisational all financial and budget processes.
2. Liaise with the Director of Estates to support the preparation of annual budgets.

General

1. To build and maintain excellent working relationships, both internally within the organisation, and with external partners and suppliers.
2. To engage in professional development and training as agreed with the Director of Estates.
3. Undertake any other duties as may be reasonably requested by the Director of Estates.

The statements in this job description are intended to describe the essential nature and level of work being performed. They are not intended to be all responsibilities or qualifications of the job.

This job description is subject to regular review in consultation with the post holder.

PERSON SPECIFICATION

Education / Qualification

A good standard of education, including basic numeracy and literacy skills	Essential
Basic Health & Safety	Essential
Relevant qualification in the hospitality industry or similar	Desirable

Work Experience

Experience of managing / supervising in a high quality customer service environment	Essential
Experience of managing / supervising teams	Essential
Experience of working within an education institution	Desirable
Experience of working within a visitor attraction	Desirable

Skills and Knowledge

Strong management skills and commercial acumen	Essential
Excellent organisational and project management skills	Essential
Outstanding interpersonal skills to build close working relationships with customers, colleagues and suppliers	Essential
Excellent communication skills, both written and verbal	Essential
Excellent customer service skills with the ability to anticipate and meet the requirements of all customers	Essential
Confidence, patience, politeness, tact and diplomacy, when dealing with difficult situations	Essential
A flexible and energetic approach to work to achieve agreed deadlines within tight schedules	Essential
Experience of managing staff including training, employee relations and organising shifts	Essential
Experience of managing stock control, budgets and cash handling	Essential
Health and safety experience specifically in relation to food service standards	Essential

Personal Characteristics

Ability to work as part of a team.	Essential
Ability to work using own initiative within guidelines.	Essential
Ability to prioritise and work effectively under pressure.	Essential

GENERAL TERMS AND CONDITIONS OF EMPLOYMENT

Contract:	Permanent.
Duties:	As attached job description.
Salary:	£28,000 per annum.
Hours:	35 hours per week, primarily straight shifts including weekends and bank holidays (hours to meet the needs of the business).
Holidays:	36 days per holiday year (1 October to 30 September) inclusive of Bank Holidays (pro rata).
Sickness:	10 days in any consecutive twelve month period (pro rata), or longer period at the Foundation's discretion, after six months' continuous service.
Benefits:	Contributory pension scheme, Employee Assistance Programme, free and discounted places on short courses at West Dean College.