

February 2019

Thank you for your interest in the post of Duty House Officer (Night). 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 either in writing or by e-mail to:

Helen Dearing
Human Resources Officer
The Edward James Foundation
West Dean
Chichester
West Sussex
PO18 0QZ

Email: helen.dearing@westdean.org.uk

Tel: 01243 818247

Closing date for applications: 1 March 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	Duty House Officer
DEPARTMENT/DIVISION	Hospitality
LOCATION	West Dean College
REPORTING TO	Guest Relations Manager / DHO Team Leader
MAIN PURPOSE OF JOB	To provide a welcoming Front of House service for all visitors to West Dean. To supervise properties within the historic curtilage in respect of illegal entry, fire, theft and vandalism, ensuring that safety regulations are adhered to for the protection of all staff, students and guests.

GENERAL DUTIES & RESPONSIBILITIES

Concierge Duties

- 1 Provide a warm welcome to all visitors to West Dean, directing guests to conference rooms, workshops, bedrooms and college facilities as appropriate.
- 2 Be aware of guest activity to support guests and students throughout their stay
 - a. Luggage support
 - b. Information on the house and history
 - c. Travel arrangements, public transport and taxis.
 - d. Local information, events, theatre and local dining
- 3 Ensure that relevant procedures are adhered to.
- 4 Be aware of all activities at West Dean.
- 5 Issue visitors' badges and notify appropriate member of staff of visitor's arrival when required.
- 6 Maintain key register and incident book as appropriate.
- 7 Monitor presentation and parking at the front of the House.
- 8 Maintain security of all keys, facilitating access to secure areas where appropriate and locking and alarming areas as required.

Security Duties

- 1 Allow entrance to property of authorised personnel and guests, guarding against unauthorised entry.
- 2 Investigate all alarms taking prompt and appropriate action when any of the alarm systems are activated and ensure that you and others follow the appropriate procedures.
- 3 Patrol interior and exterior of building and workshops examining all points of entry to ensure that they are secure and to detect fires, unsafe conditions and missing or inoperative safety equipment.
- 4 Report any hazards or maintenance issues identified to the works department.
- 5 Undertake regular checks of security equipment.
- 6 Maintain a written record of relevant incidents including breaches of security, accidents and fire activation.
- 7 Uphold company policies and seek line manager support as needed.
- 8 Ensure all emergency exits are kept free of obstacles taking appropriate action to ensure that items are cleared where necessary.
- 9 Ensure pager is carried at all times and respond to pager immediately taking necessary actions.
- 10 Provide an effective handover to the next shift.
- 11 Update House Manager with significant safety irregularities and hazards.

Health & Fire Safety

- 1 Take a lead role in the event of any emergency situation, including fire alarms, liaising with emergency services as required in line with current policy guidelines.
- 2 Respond and manage fire alarm activations for all sites within the historic curtilage in line with company fire procedures.
- 3 Assist with the evacuation of staff, guests, visitors and students, ensuring an awareness of those with mobility issues.
- 4 Undertake First Aid at Work and other training as required.

Other Duties

- 1 Sort mail and distribute as appropriate.
- 2 Receive parcels and notify recipients of their arrival.
- 3 Take responsibility for the receipt and secure storage of lost property.
- 4 Access intranet to keep abreast of changes across the Estate. Handle e-mail requests as appropriate.
- 5 Be observant of house presentation and cleanliness, Undertake cleaning duties as required as per shift procedures.
- 6 Any other reasonable duties as may be required from time to time.
- 7 Complete training as required

PERSON SPECIFICATION

Essential	Desirable
Ability to understand and anticipate guest's needs.	Previous experience of working in heritage and educational organisations.
Ability to work as part of a team.	At least five years' experience in a similar position
Possess a high level of communication skills.	SIA License
Be of a friendly disposition.	
DBS (previously CRB)	

DUTY HOUSE OFFICER (NIGHT)

GENERAL TERMS AND CONDITIONS OF EMPLOYMENT

Duties:	As attached job description
Salary:	£22,765 per annum payable monthly in arrears by BACS transfer
Hours:	7 days on, 7 days off from 20.00 – 08.30 (12.25 hours) averaging 42.88 hours per week.
Holidays:	33 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, childcare vouchers, subsidised meals, Employee Assistance Programme, free and discounted places on short courses at West Dean College.