



April 2021

Thank you for your interest in the post of **Casual Student Welcome Officer (Nights)**. 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 HR:

Email: HRmailbox@westdean.ac.uk

Closing date for applications: Monday 3 May 2021

Please note that this is a casual post. Due to the need to fill this position as soon as possible, early applications are preferable, and interviewing may commence prior to the closing date.

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.

West Dean College of Arts & Conservation values the diversity of its staff and students. We aspire to be a fully inclusive and representative employer and do not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, faith or ethnicity, religion or belief, gender identity, or marriage and civil partnership. We strongly encourage applications from suitably qualified candidates from a wide range of backgrounds to apply and join our teams at West Dean College of Arts & Conservation.



JOB DESCRIPTION

JOB TITLE	Student Welcome Officer (Nights)
DEPARTMENT/DIVISION	Residential Services / Estates
LOCATION	West Dean College of Arts & Conservation
REPORTING TO	Residential Services Manager with day-to-day direction from Residential Services Supervisor
MAIN PURPOSE OF JOB	To provide a courteous and efficient service at Student Welcome to students, tutors, conference delegates and other visitors, ensuring a warm welcome and needs are met to the highest possible standard. To supervise properties within the College grounds, ensuring that safety regulations are adhered to in order to safeguard all staff, students and guests.

GENERAL DUTIES & RESPONSIBILITIES

- 1 Greet and register students, tutors, conference delegates and other visitors on arrival, issuing room keys, visitor badges and appropriate documentation, ensuring that baggage handling and general assistance is available as required. Notify appropriate person of visitor's arrival or direct caller to destination. Direct all guests to College facilities as appropriate.
- 2 Be aware of on and off-site activities in order to support guests and students throughout their stay, including:
 - 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
 - e. Information on College and Garden events



- 3 Respond to customers' needs including room adjustments, answering queries and handling complaints, ensuring that the Residential Services Manager is kept informed of any customer concerns or complaints so that appropriate action can be taken.
- 4 Allow entrance to property of authorised personnel and guests only, in order to safeguard staff, students and guests.
- 5 Monitor presentation and parking at the front of the House.
- 6 Maintain security of all keys, facilitating access to secure areas where appropriate and locking and alarming areas as required.
- 7 Investigate all alarms taking prompt and appropriate action when any of the alarm systems are activated, ensuring that the appropriate procedures are followed.
- 8 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.
- 9 Report any hazards or maintenance issues identified to the maintenance department.
- 10 Undertake regular checks of security equipment.
- 11 Maintain a written record of relevant incidents including breaches of security, accidents and fire activation.
- 12 Uphold company policies and ensure that relevant procedures are adhered to, seeking line manager support as needed.
- 13 Ensure all emergency exits are kept free of obstacles, taking appropriate action to ensure that items are cleared where necessary.
- 14 Ensure pager/mobile phone is carried at all times and respond to pager/mobile phone immediately, taking necessary actions.
- 15 Provide an effective handover to the next shift.
- 16 Update Residential Services Manager with significant safety irregularities and hazards.
- 17 Carry out money transportation duties on site as and when required.



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 Take responsibility for the receipt and secure storage of lost property.
- 2 Check Office 365 regularly to keep abreast of internal communications across the College and to respond to email requests as appropriate. Be aware of daily administration jobs like fire list, room vacant reports.
- 3 Be observant of house presentation and cleanliness, undertaking cleaning duties as required as per shift procedures.
- 4 Be willing and able to drive the Foundation vehicles on site.
- 5 Carry out any other duties appropriate to the post as may reasonably be requested by the Residential Services Manager or Residential Services Supervisor, including undertaking training as reasonably identified.

Covid-19 Related Duties

It is anticipated that throughout the pandemic there will be some minor temporary additions to the role, including:

- 1 To mitigate against the spread of the Coronavirus, temperature screening everyone who enters the building, ensuring no one enters with a temperature over 37.8 C.
- 2 Ensure all visitors sign the Health Declaration Form.
- 3 Maintain high hygiene standards within Student Welcome area.
- 4 Follow outbreak and response plans in relation to Covid-19



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.	
Be of a friendly disposition.	
DBS (previously CRB)	



GENERAL TERMS AND CONDITIONS OF EMPLOYMENT

Contract:	Casual Contract
Duties:	As attached job description
Salary:	£10.49 per hour plus 12.07% holiday pay. Payable monthly in arrears by BACS
Hours:	As and when required