

July 2021

Student Welcome Officer – 12 month Fixed Term / Part Time (average 20.6 hours per week)

Thank you for your interest in the post of part time Student Welcome Officer. 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 to:

Email: HRMailbox@westdean.org.uk

Closing Date: 26 July 2021

We endeavour to respond to all applicants in a timely manner. However, due to the volume of applications we receive, if you do not hear from us within two weeks of your application; please assume that you have been unsuccessful on this occasion.

Diversity & Inclusivity Statement

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.

GDPR Statement

At The Edward James Foundation we take privacy very seriously and are have reviewed all our records and processes to ensure that we are fully meeting the data protection standards introduced by the General Data Protection Regulation (GDPR) on 25 May 2018. Full details regarding how we collect, process and store personal information about you is available on our website: <https://www.westdean.org.uk/about/work-for-us>

JOB DESCRIPTION

JOB TITLE	Student Welcome Officer
DEPARTMENT/DIVISION	Student Welcome / Residential Services / Estates
LOCATION	West Dean College
REPORTING TO	Residential Services Manager with day-to-day direction from Student Welcome 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.

GENERAL DUTIES AND 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.
- 2 Answer all enquiries (including brochure requests) from visitors or by telephone, providing relevant and accurate information and promote courses where possible and appropriate. Use template responses for general e-mail enquiries.
- 3 Answer all calls into the Foundation, relaying incoming calls, offering a warm welcome and ensuring that messages are conveyed promptly. Ensure (as far as possible) that calls are responded to promptly.
- 4 Ensure pager/mobile phone is carried at all times.
- 5 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.
- 6 Complete daily administration tasks, including printing of fire lists; printing documents and ensuring information is up-to-date and accurate.

- 7 Organise scheduled collection/delivery of students to and from Chichester Train Station. Book taxis on behalf of visitors and staff.
- 8 Liaise with Housekeeping on a daily basis to share information on room usage. Ensure Housekeeping are notified of any last-minute room changes.
- 9 Ensure the Student Welcome area and desk remains tidy.
- 10 Monitor presentation and parking at the front of the House.
- 11 Accurately manage cash and credit card payments using the Student Welcome till procedures and payment record sheet.
- 12 Take payment and issue receipts for exhibition items and items displayed for sale in Reception. Record exhibition sales and inform Short Courses via the receipt book page.
- 13 Sort mail and distribute as appropriate.
- 14 Take responsibility for the receipt and secure storage of lost property, liaising with House Manager over lost property queries. Contact students and post property if necessary.
- 15 Liaise with the Food Services department to ensure that portering support is scheduled as appropriate.
- 16 Develop customer profiles in Kinetic order to offer exceptional customer service for returning guests, following GDPR guidelines for personal records.
- 17 Undertake training as identified by the Residential Services Manager or Student Welcome Supervisor to include Customer Service, First Aid and Fire Safety.
- 18 Make a positive contribution to the work of the Estates team and the Foundation, maintaining good relations with work colleagues and the general public at all times.
- 19 Carry out any other duties appropriate to the post as may reasonably be requested by the Residential Services Manager or Student Welcome Supervisor.

Health & Fire Safety

- 20 Act as Gold commanders during your working hours, complying with all fire safety procedures. Manage fire alarm activations for all sites within the historic curtilage in line with company fire procedures.
- 21 Update Residential Services Manager with significant safety irregularities and hazards.
- 22 Maintain key register and incident book as appropriate. Maintain a written record of relevant incidents including breaches of security, accidents and fire activation.
- 23 Assist with the evacuation of staff, guests, visitors and students, ensuring an awareness of those with mobility issues.

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.

This job description is subject to regular review in consultation with the Student Welcome Assistant.

PERSON SPECIFICATION

	Essential	Desirable
Skills and Abilities	<p>A friendly, welcoming and professional approach.</p> <p>Ability to remain calm during difficult situations or in a very busy environment.</p> <p>The ability to work unsupervised.</p> <p>Excellent interpersonal skills, including a pleasant telephone manner.</p> <p>Good administrative skills and the ability to use email and booking system.</p> <p>Great team working skills.</p>	
Experience and Knowledge	<p>Previous customer service experience.</p>	<p>Previous experience in hospitality.</p> <p>Previous experience in education.</p> <p>Previous experience in visitor attraction.</p>
Qualifications	<p>Good standard of education</p>	<p>GCSE (or equivalent) English and Maths grade C.</p>

STUDENT WELCOME OFFICER

GENERAL TERMS AND CONDITIONS OF EMPLOYMENT

Contract:	Part Time / 12 months' Fixed Term
Duties:	As attached job description.
Salary:	£11,057.48 pro rata / per annum (£18,764.20 full time equivalent) Average Hours: 20.63 hours per week (0.6 FTE) average (hours to meet the needs of the business). Week 1: 23.25 hours over 3 days Week 2: 18.00 hours over 2 days
Holidays:	19.5 (pro rata) / 33 (FTE) days per holiday year (1 October to 30 September) inclusive of Bank Holidays.
Sickness:	6 (pro rata) / 10 (FTE) days in any consecutive twelve month period, or longer period at the Foundation's discretion, after six months' continuous service.
Benefits:	Contributory pension scheme, Employee Assistance Programme, free parking, free and discounted places on short courses at West Dean College.