JOB DESCRIPTION

Post: **Casual Receptionist**

Responsible to: This post is responsible to the Head Receptionist

Summary of post: To provide guests of Canterbury Cathedral Lodge with a first class hotel-style reception service which includes reservations, guest billing, handling payments and generally assisting guests to ensure that they are made to feel welcome at all times.

Canterbury Cathedral is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All post holders and volunteers are expected to share this commitment

Hours of work: Casual, on an as and when needed basis including early, late, evening and weekend shifts

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PRINCIPAL TASKS

- Provide a first class service at all times, offering a sincere welcome to all guests.
- Provide support and assistance to the Head Receptionist.
- Take and confirm reservations.
- Take initial enquiries and re-direct to various departments as appropriate.
- Operate the telephone switchboard.
- Be responsible for a reception shift single handed.
- Use computerised billing for guest accounts.
- Cash up and balance daily takings including preparations of banking.
- Control and systematically account for all dockets for guest billing.
- Offer assistance to guests at all times.
- Show guests to their rooms and explain/demonstrate the facilities.
- Offer to help guests with their luggage.
- Help in other departments when necessary, including Banqueting and Events.
- Liaise with other departments.
- Attend training sessions as and when required.
- Have a flexible approach to working days and hours.
- Maximise occupancy and revenue by understanding yield management.
- Fully endorse, understand and exercise the roles and responsibilities contained within the Cathedral's Health and Safety policies and procedures.
- Carry out any other reasonable tasks as required by management.

PERSON SPECIFICATION

By embracing the Cathedral's Code of Conduct, demonstrate the commitment to creating a positive, inclusive and respectful community at Canterbury Cathedral, where everyone can flourish and contribute to making real in this place the gift of 'life in all its fullness'.

Knowledge, Experience, and Skills
Essential:

- Experience in a similar position
- Strong administrative background
- Excellent IT skills, especially the use of M365 Outlook and Word
- Understanding of the aims and purposes of the Cathedral, its mission and ministry

Desirable:

- With or studying for a degree
- Experience in the use of databases, in particular Excel and Access
- Current First Aid certificate

Personal Attributes
Essential:

- Articulate with excellent communication and interpersonal skills
- Well presented with good people skills
- Able to work flexible and extended hours when necessary and be prepared to cover colleagues holiday and sickness absence

ADDITIONAL REQUIREMENTS

A satisfactory disclosure from the Disclosure and Barring Service may be required upon employment. This position is exempt from the provision of Section 4(2) of the Rehabilitation of Offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. The grounds on which it is exempt are that in the normal course of your duties you will have access to persons under the age of 18, and that your normal duties will be carried out wholly or partly on the same premises where the provision of training to persons under 18 takes place. Applicants are therefore not entitled to withhold information about convictions which for other purposes are "spent". The DBS Code of Practice is available on request, alternatively you can obtain it from the DBS website www.homeoffice.gov.uk/dbs

LOCATION

Canterbury Cathedral Lodge

EQUALITY STATEMENT

The Dean and Chapter recognises that discrimination and victimisation is unacceptable and that it is in the interests of the organisation and its employees to utilise the skills of the total workforce. It is the aim of the organisation is to ensure that no employee or job applicant receives less favourable facilities or treatment (either directly or indirectly) in recruitment or employment on grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation.

This job description is provided to assist the post holder to know their principal duties. It may be amended from time to time in consultation with the post holder, by, or on behalf of, the Head of the Department, without change to the level of responsibility appropriate to the grading of the post.

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