



Job Description – Receptionist - Casual Hours Contract

Federation House is located in the Police Federation Headquarters, it is an architectural award-winning conference and training venue with 55 air-conditioned bedrooms and a large atrium area with restaurant and bar. As well as offering a comfortable nights' stay, the venue has excellent conference facilities with 9 purpose-built conference rooms suitable for meetings, presentations, events, or training for up to 200 people. Complimentary on-site car parking is available.

Federation House is the headquarters for the Police Federation of England and Wales, the staff association for more than 139,000 rank and file police officers.

Status:	Casual hours as required
Location:	Leatherhead, Surrey
Reporting to:	Reception Manager
Department:	Federation House

Primary Function

- As part of the Federation House team, the Receptionist will support the current front of house team shifts, and cover multiple shift patterns throughout the year on a casual hours contract basis
- This person will be the first point of contact for guests, employees, delegates and visitors. Providing a professional, friendly and efficient service, by means of face to face, telephone and email communication
- This person will be an integral part of the Federation House team and will be instrumental in ensuring we provide our customers with a great experience.

Key Responsibilities

- Taking reservations either face to face, over the phone or email, and allocating rooms to guests, delegates and visitors as required

- Be responsible for handling incoming and outgoing telephone calls promptly and courteously, ensuring that enquiries and messages are always dealt with efficiently
 - Develop and maintain effective liaison with other departments (e.g., housekeeping, restaurant, and kitchen) and headquarters departments, e.g. learning and development, and Committees
 - Administer reservations correctly and courteously.
 - Ensure that guests are greeted, checked in and allocated rooms promptly and courteously and checked out accordingly
 - Following check-in procedures, ensuring that the correct address and charge out details are obtained from each hotel guest. Ensuring that charges are correctly entered and updated on the guest's bill
 - To ensure that parcels are received without delay
 - Responsible for the Reception area, ensuring that the area is clean and tidy, parcels are received, and that security measures are maintained
 - Responsible for taking customer payments and reconciling banking to ensure financial safeguarding are maintained
 - Deal with customer complaints and follow relevant complaints processes
 - Will occasionally support the conference centre team with large functions
 - Report any accidents or incidents, following company procedures
 - Attend training courses related to the role as and when required
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Key Skills & Experience

- Previously worked within the hospitality sector in a customer facing role. Ideally as front of house in a hotel or conference centre
 - Has effective interpersonal and communication skills, with the ability to communicate at all levels. Being approachable, calm under pressure, maintaining a professional and positive manner
 - Has a hands-on approach, is well organised, able to multitask and utilise their own initiative
 - Has proficient written and spoken English communication skills
 - Previous experience of working with IT systems and/or databases
 - Can demonstrate flexibility regarding shifts which include early and late shifts along with weekend working
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Interview Process

- Telephone Interview with Talent Acquisition Lead
- Interview with Reception Manager or Federation House Manager and Talent Acquisition Lead

What Federation House will offer you

As a casual hour's contract member of the team we offer multiple benefits including competitive rates of pay, holiday accrual payments, onsite free meals and refreshments, free onsite gym, free onsite parking, social events and preferred hotel rates

*Please note that these duties and responsibilities are not exhaustive and may be changed from time to time in line with the reasonable requirements of the Police Federation and as directed by the line manager, on behalf of the Head of Department.