

## Job Description

We have an exciting opportunity that offer plenty of scope to develop a successful career in hospitality supporting the following three **Nottingham Venues** properties:

Set in 330 acres of the University of Nottingham's landscaped parkland **Orchard Hotel** is a stylish, award winning, eco-friendly hotel. With 202 bedrooms, a variety of meeting rooms, brasserie restaurant, bar and terrace. (Please note that this will be the primary location of this role).

**East Midlands Conference Centre** has recently completed a £2.1m refurbishment, sited adjacent to the Orchard Hotel, providing events for up to 1000 delegates.

Set within 65 acres of lakeside grounds, close to Nottingham city Centre, **Jubilee Hotel and Conferences** offers an innovative setting for events, along with all the comforts of a 100 bedroom modern hotel.

### Main purpose of the role:

Working to ensure the smooth running of the reception office and related areas, your main focus will be to provide a first class service to all guests, anticipating their needs wherever possible to achieve the ultimate guest satisfaction.

You'll answer all queries quickly and effectively, be fully conversant in all hotel and local amenities, ensure check-in and check-out are seamless, and be polite, courteous and helpful to guests at all times.

### The ideal Candidate:

You will be customer focused and have a minimum of a years experience as a Receptionist working in a similar environment. Experience using Opera would be desirable. You should have effective communication skills, a good attention to detail and clearly customer focused, with a dynamic and flexible attitude.

### Benefits

- 25 days Holidays plus bank holidays, or a day off in lieu if contract requires you to work. PLUS, an extra day holiday for each years' service (up to a maximum of 5 years)
- Real living wage employer
- Opportunity to be part of a contributory Pension scheme
- Free meals and refreshments when on duty
- Excellent training and development opportunities through our internal training program and support with professional qualifications
- Employee wellbeing support via our Employee Assistance programme
- Discounted rates for both yourself and family and friends in our hotels and restaurant

- Discounted membership at the University sports facilities
- Access to a range of retail, technology, and holiday discounts through the Nottingham Venues discounts platform
- Cycle to work benefit scheme
- Employee recognition including long service awards and monthly “Top of the tree” event
- Opportunity to earn additional payment by being a member of various employee committees
- Full uniform provided
- £250 recommend a friend incentive

In May 2018 the data laws changed for the better. This means you have better control of your own data and how it's used. We want to reassure you that we treat your details carefully and your data with the utmost respect. So we've updated our Privacy Policy to reflect how we collect, protect and handle your personal information.