



## **Reception Manager**

We have an exciting opportunity to be part of a growing team at Nottingham Venues. If you have a passion for exceptional customer service and experience in a Front Office or Guest Services capacity, then this is the job for you.

Right at the heart of University of Nottingham's campus sits Nottingham Venues, a collection of unique hotel, meetings and events spaces. Set in 330 acres of the University of Nottingham's landscaped parkland, The Orchard Hotel is a stylish, award winning, eco-friendly hotel. With 203 bedrooms, a variety of meeting rooms, restaurant, bar and terrace.

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

On our Jubilee campus we have the Jubilee Hotel and Conferences, set within 65 acres of lakeside grounds, offering an innovative setting for events, with all the comforts of a modern hotel.

This along with all the University of Nottingham teaching space, Campus Venues, makes Nottingham Venues a vibrant, fun team and a great place to work if you want a fantastic career in hospitality.

For more information, please visit [Nottinghamvenues.com](http://Nottinghamvenues.com)

## **Main purpose of the role**

Our Reception Manager plays a crucial role in ensuring smooth front desk operations, exceptional guest service, and efficient team management.

You will have the ability to operate a productive and cost-effective Front of House department in line with the needs of the business, whilst able to maintain excellent standards of operation and positively approach all sales opportunities to maximize profit.

You will set the standard by leading by example and aligning departmental operations with Nottingham Venues' values and mission.

Our Reception Manager will be fully conversant with the business facilities and local amenities to be able to respond to guest enquiries and work to anticipate their needs wherever possible to consistently deliver exceptional quality of service and in turn, guest satisfaction.

### **The Ideal Candidate:**

You should possess a blend of technical skills, leadership abilities, and customer service expertise as well as:

- Previous experience in front desk or guest services in a hotel or hospitality setting.
- Experience in team leadership, shift management, or supervisory roles.
- Background in handling reservations, check-in/check-out procedures, and guest complaints.
- Experience using hotel management software and working in a high-pressure environment.

### **Benefits**

As a talented member of our fantastic team, you will be rewarded with:

- 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.