



**National
Trust**



WADDESDON

Job Description

Job Title: Receptionist

Managed by: Reception Manager

Department(s): Five Arrows Hotel

Location: Waddesdon

Waddesdon is a Rothschild house and gardens set in the Buckinghamshire countryside just outside Aylesbury. It was created for Baron Ferdinand de Rothschild in the 1870s. Now owned by the National Trust, but managed by a family trust (the Rothschild Foundation), it remains the epitome of 'Rothschild style'.

Visitors today can still see Ferdinand's unrivalled collections of decorative arts and paintings, alongside contemporary art, and wander in the immaculate gardens. There is also a working aviary, wine cellars, shops, restaurants and a woodland playground.

Over 300 staff and more than 300 volunteers help mount special exhibitions, host educational visits, hold wine tastings, lead guided walks and talks, and run events throughout the year, including a magical Christmas season. Private events – parties, meetings and weddings – are held at the Dairy (a private building on the estate) and at the Five Arrows, a Grade II listed boutique 16 bedroom hotel near the gates of the Manor.

The Five Arrows' name is derived from the Rothschild family emblem of a shield surmounted by five arrows, pointing upward and tied with a ribbon. Built in 1887 as part of Waddesdon Estate by Baron Ferdinand de Rothschild it was originally used to accommodate the architects, craftsmen and artisans working on the Manor itself. It was designed by architect/builder, James Taylor, who lived locally in Birtton; in his own "authentic" English style of half timbering, elaborate Elizabethan chimney stacks, and wrought ironwork. Architecturally it is one of the most striking buildings in the village.

The Hotel and Private Events business, with 38 permanent members of staff, are managed by the trading company Rothschild Waddesdon Ltd, and all profits are returned to the Rothschild Foundation, a UK registered charity, for the upkeep of Waddesdon. The charity supports arts and heritage, the environment, education and social welfare by awarding grants, fostering dialogue and debate, and through the support of Waddesdon Manor.

The Receptionist is responsible for the smooth operation of the Hotel's front desk and for providing additional administrative support to the General Manager.

Terms & Conditions:

- Contract Type:** Permanent full time with the National Trust
- Salary:** £16,500 per annum plus a share of the discretionary service charge
- Hours:** A minimum of 37.5 hours per week, on a seven day rota to include a share of the weekends, and bank holidays depending on the requirements of the business. Shifts will be allocated between the reception team.

Annual Leave:

- 33 days including public holidays
- After three full years of service: your leave entitlement will be increased by three days to 28 days for full time staff or pro rata for part time staff (plus bank holidays)
- After five full years from the date that your employment commenced: leave will be increased by a further day to 29 days for full time staff or pro rata for part time staff (plus bank holidays)
- After ten full years from the date that your employment commenced: leave will be increased by one day to 30 days for full time staff or pro rata for part time staff (plus bank holidays)

Benefits:

- Beautiful location working within the charity and heritage sector
- Free national Trust Membership and discounts in our Restaurants and shops.
- Free entry to NT properties for you, a guest and your children (under 18)
- Employer matched pension contribution match up to 10%
- Free parking on site at Waddesdon
- Health cash plan – from as little as £3.09 per month for you and your dependents
- Discounted gym membership at over 100 leisure facilities across the country
- Discount up to 35% off a National Trust holiday cottage booking

Key responsibilities:-**1. Reception**

- Answering the switchboard and dealing with all enquiries, room and restaurant bookings.
- Dealing with all email enquiries.
- Following-up all room bookings with a confirmation letter or email.
- Checking in and out of all guests; including payments or invoicing for corporate customers, and preparing check-in forms.
- Liaising with Housekeeping on guest requirements and ensuring that they have a daily list of special requests.
- Following-up guest requirements from the previous shift.
- Producing a daily listing of room occupants for fire evacuation and checkouts.
- Meeting and greeting all visitors to the Hotel.

2. Accounts & Finance

- Cashing-up the front of house till daily and preparing banking slips.
- Entering daily takings information onto Accounts Department spreadsheets.
- Replenishing change floats.
- Sending all invoice requests for corporate clients to Accounts Department for processing.
- Assisting Accounts with chasing of bad debts.
- Entering all new PLU items onto the computerised till system.

3. Administration

- Coordinating with other members of the Reception team to provide administrative support to the General Manager to include typing all correspondence, filing and photocopying.
- Typing all menus and signs.
- Monitoring stock levels of all stationery and replenishing where necessary.
- Opening and dealing with all incoming, outgoing, internal and external post.

4. Other

- Providing assistance to the Barman where necessary and also providing back-up to the front of house and housekeeping staff if required.
- Assisting front of house staff with any events or functions as required.
- Undertake additional duties as requested by the management team

Skills and Experience

Essential

- Excellent written and verbal communication skills and ability to deal with everyone, regardless of position, with clarity, humour and patience.
- Good organisational skills and ability to work on own initiative is essential.
- Must be computer literate - familiar with Microsoft Word, Excel and Outlook.
- Must be numerate and attention to detail is essential.
- Must enjoy working as part of a team.

Desirable

- Ideally with a minimum of two years administration/office experience; preferably in a hotel environment.

Application Process

- Closing date for applications is 11 pm on Tuesday 30th July 2019
- Please submit your CV and covering letter to application@waddesdon.org.uk
- Interviews to be held week commencing 5th August 2019