

JOB DESCRIPTION	
Title:	Reception Team Leader
Reports to:	General Manager
<p>General information</p> <p>You will be responsible for the day to day running of the facility, including the hotel function, guest facilities, breakfasts and also provide reception duties. We will require you to be flexible and cover all aspects of the hotel operation including house keeping and some kitchen work occasionally.</p> <p>You will be responsible for ensuring every guest leaves with the best impression of YMCA DG and Flowerdown Hotel.</p>	
<p>Workplace values</p> <p>The post holder will be expected to operate in line with our workplace values which are; <input type="checkbox"/></p> <ul style="list-style-type: none"> • Value the Individual – Respect others, ourselves and the people we work with in all that we do • Giving of our best – Showing commitment in our work and to enable young people • Caring Deeply – Have a passion for the work we carry out • Providing Creative Solutions – Show innovation in the approaches we take in supporting young people • Communicate authentically and truthfully – Show openness in our dealings and approaches to people 	
<p>Duties and responsibilities</p> <ul style="list-style-type: none"> • To ensure smooth running of the hotel during day to day operation, managing the small team on shift and ensuring excellent customer service and providing a high standard of motivation and role model for our apprentices. • To ensure that standards are achieved and internal operations are performed in an effective and efficient manner. • Be responsible for greeting and registering guests. • Providing outstanding guest service during their stay, and settling the guest's account upon completion of their stay. • To make and modify reservations. • Act as hotel operator and carry out concierge duties. • Have a positive and upbeat personality with a desire to deliver outstanding customer service to our guests. • Be able to multi-task. • Be detail oriented. 	

Person specification

Skills and experience

- An experienced individual who is committed about providing opportunity to vulnerable young people.
- Understanding that everyone is different and making sure people who use our facilities are respected and given the best experience.
- A dynamic individual who can drive a social enterprise forward.
- Excellent organisational skills.
- Imaginative and creative in driving customers to the business
- A team player but also able to work on own initiative.
- Excellent leadership skills with the ability to inspire high standards from others
- Self-motivated and flexible.
- Ability to provide emotional and social support whilst promoting learning and respect.
- Ability to provide leadership and mentoring.
- Excellent communication skills both written and verbal.
- Excellent attendance and punctuality record.
- Commitment to providing a high standard of customer care.
- A hospitality or customer facing background.
- An understanding of PMS (Property Management Systems) OTAs (Online Travel Agencies) or willingness to undergo training.
- A flexible attitude and willing to adapt to new pressures.
- Excellent IT and social media skills.

Education/Qualifications

- Relevant Level 3 qualification or relevant proven experience of working in a hotel or customer facing environment.
- Good standard of written and verbal English.
- Personal licence or willingness to undergo training.



Term:	Permanent
Salary:	£21,000 pa
Hours:	37.5 hours per week
Hours of Work 37.5 hours per week plus a ½ hour unpaid lunch break to be taken during the day on a shift basis including late nights, weekends and public holidays. Working hours may be subject to review according to the needs of the service and future funding.	

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.