# JOB DESCRIPTION

*This job description is not definitive or restrictive and will be subject to periodic reviews.*

**POST TITLE: ACCOMMODATION & RECEPTION OFFICER**

**RESPONSIBLE TO:** European Student Services Manager

**RESPONSIBLE FOR:** Host families and students

**LOCATION:** Foyle International, 17- 21 Magazine Street, Derry, BT48 6HH

**PURPOSE OF THE JOB:** To be the central contact and organise all accommodation bookings to our school.

You will organise all transfers and arrrivals in conjunction with your accommodation role.

You will have a job share role for reception welcoming and greeting students and vistors to the school.

### HOURS OF WORK: The employee’s working week will consist of 35 hours from Monday to Friday

### (9am-5pm). Time will be divided between Reception and Accommodation duties.

### Overtime will be agreed by your direct Line Manager and will be allocated by days in lieu.

### The hours will include periods of duty after 5.00 pm on any Monday to Friday or at

### weekends.

**ANNUAL LEAVE:** Entitlement to annual leave is **30 days** in a full holiday year including public/ statutory holidays.

**KEY TASKS**

1. **Accommodation duties:**
   1. Recruiting Host Families and Self-Catering Accommodation Providers- targets will be set
   2. Ensure documentation is kept up to date for Accommodation Providers
   3. Conduct accommodation inspections to assess suitability and re-inspect to ensure continued suitability
   4. Allocate students to accommodation providers based on students preferences
   5. Liaise with students, host families, accommodation providers and agents
   6. Follow up on problems/concerns reported by students/agents/accommodation providers
   7. Be prepared for last minute changes- always have a backup list of families that can be contacted during emergencies
   8. Communicate student details and arrival information to their hosts
   9. Liaise with Finance Department about Host family payments
   10. Assist with Marketing for new home stay accommodation
   11. Maintaining hard copy profiles of all families?? (including photos 🡨 Not Provided or Kept)
   12. Use Accommodation Telephone to communicate with Host families and students during office hours
2. **Transfers and arrivals** 
   1. Prepare student welcome packs/arrival information for transfer co-ordinator
   2. Organising transfers for all individuals/groups- booking buses, Airporter shuttle bus or taxis for all arrivals and departures and keeping record of bookings
   3. Liaising with host families regarding collection times for all new arrivals/ departures
   4. Liaising with students or agents to ensure they are aware of their transfer details
   5. Coordinating arrivals and departures with transfer co-ordinator
   6. Actively participitating in arrivals and departures of large groups- this will be out of hours and weekends
   7. Provide short weekly handover for holder of emergency number to communicate arrival and departure information.
3. **Reception duties (---shared job role----)**
   1. Welcoming International students and visitors
   2. Dealing with all queries and directing them to the appropriate person
   3. Preparing certificates for all students who have completed their course
   4. Preparing student cards for all new students
   5. Ensuring to take a copy of passports/ visas of all new students
   6. Keeping welcome packs information updated – ready to use
   7. Updating general tourist information, bus timetables and maps at reception desk
   8. Co-ordination of programme itinerary for groups and individuals
   9. Keeping up to date local events and communicate these to students in their weekly newsletter via email
   10. Assist with welcome and departure meetings for new students
4. **General duties:**
   1. Administration duties as deemed necessary for the role
   2. Any reasonable request from your Manager or the Director
   3. Be willing to cover for team members in times of absence
   4. Attend team meetings

# PERSONNEL SPECIFICATION

# Candidates need to demonstrate how their experience, knowledge, skills and personal qualities match the following requirements:

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|  | **Essential Criteria** | **Desirable Criteria** |
| **Education and Qualifications** | * English & Maths GCSE grade C or above (or equivalent) * Administration knowledge | * HND Level (or equivalent) or above * Knowledge of a foreign language |
| **Work Experience** | * Experience working in a very busy office environment * Proven experience of working in a customer service focused role * Proven experience of working in a team setting | * Experience working with International visitors * Proven experience working in the field of accommodation provision |
| **Knowledge, Skills and behaviour** | * Pro-active and self motivated- able to work without supervision * Flexibility and adaptability * Excellent communication skills * Personally effective – excellent organizational skills, and ability to prioritise * Sociable manner * Proven problem-solving skills * Willing to work overtime, if required | * Understanding of sensitivity and confidentiality involved when dealing with home stay issues * Understanding of different cultures/ nationalities * Proven leadership skills |

***Foyle International is committed to the promotion of Equality of Opportunity in accordance with the Northern Ireland Act 1998 Section 75.***

***Under the provision of the Protection of Children and Vulnerable Adults NI Order 2003 this post is deemed to be a childcare position.***