



JOB DESCRIPTION

Job Title and Grade:	Head Receptionist
Contract:	Permanent/Full Time.
Hours:	40 hours per week (to be worked flexibly 5 days over 7 to include evenings and weekends) and occasional night shifts if required
Salary:	£28,866.36
Department/Section:	WHH, Front Office
Responsible to:	WHH, General Manager
Reports on a day-to-day basis to:	Reservations and Reception Manager
Purpose of job:	To provide an efficient and professional Front of House service within agreed guidelines.

Role Purpose

The reception department is central to the delivery of the guest experience and the effective day-to-day operation of the hotel. As the first and last point of contact for guests, Reception plays a critical role in shaping guest satisfaction, brand perception, and repeat business.

The Head Receptionist will provide hands-on leadership to the reception team, ensuring consistent service standards, effective shift coverage, and smooth front-of-house operations. This role fills a vital supervisory gap, supporting operational resilience across extended trading hours and acting as a key link between senior management and front-line colleagues.

Key Responsibilities

Operational Leadership

- Lead and supervise the reception team on a day-to-day basis, acting as the senior on-shift point of contact
- Ensure Reception is fully and effectively staffed across all shifts, including weekends, peak periods, and events
- Maintain smooth check-in and check-out operations, proactively managing guest flow and workload
- Provide real-time decision-making to resolve operational challenges and service issues
- Manage all reservations, cancellations and no shows and ensure all changes are managed and recorded in line with the company policy

Guest Experience

- Deliver a consistently high standard of guest service, acting as a role model for the team



- Manage guest feedback, complaints, and service recovery promptly and professionally
- Support the delivery of a positive and memorable guest journey from arrival to departure
- Dealing with all enquiries efficiently, courteously and to a suitable conclusion
- Fulfil all reasonable guest requests to improve and elevate their experience
- Promote and upsell opportunities across the hotel including accommodation, Food and beverage and Conference and Events

Team Management & Development

- Support recruitment, onboarding, and training of Reception team members
- Coach, motivate, and support the team to achieve service and performance standards
- Assist with performance management, attendance monitoring, and team engagement
- Promote a positive, professional, and collaborative working environment
- Support students from the Edge Hotel School on rotation to maximise their reception training

Standards, Compliance & Administration

- Ensure compliance with brand standards, operating procedures, and audit requirements
- Maintain accurate guest records, reports, and handovers
- Support health & safety, data protection, and finance handling procedures
- Liaise closely with Housekeeping, Maintenance, Reservations, and other departments to ensure seamless operations

Working Hours & Flexibility

- The hotel operates on a 24/7 basis, with Reception staffed daily between 7:00am and 11:00pm
- The Head Receptionist is expected to work a flexible shift pattern to support operational needs, including peak trading periods and staff absences
- Occasionally it may be required to work a night shift to cover absence such as holiday or sickness

Business Impact

The appointment of a Head Receptionist will:

- Strengthen front-of-house leadership and accountability
- Improve consistency and quality of the guest experience
- Increase operational resilience and reduce service risk
- Support team engagement, morale, and retention
- Protect revenue through improved guest satisfaction and brand compliance

These duties are a guide to the work that the post holder will initially be required to undertake. They may be changed from time to time to meet changing circumstances.



Person Specification

Job Title:	Head Receptionist
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Qualifications /Training

	Essential	Desirable
▪ Hospitality qualification to NVQ Level 5 or similar	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Educated to GCSE/O Level standard	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Role requirements

	Essential	Desirable
▪ Previous experience in a hotel Reception or Front Office supervisory role	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Strong administration experience to ensure the smooth running of administration systems	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Familiarity with PMS systems and front office reporting	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of training or mentoring as well as performance management	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Understanding of how to drive and maximise revenue, contributing to business development	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Personal attributes

	Essential	Desirable
▪ Confident, approachable and professional with good communication skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Good organisational skills and attention to detail	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Strong leadership with the ability to remain calm and professional while under pressure	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Must be able to communicate effectively with clients and colleagues	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Committed to high service standards and continuous improvement	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to work as part of a team or independently	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Proactive and solutions focussed	<input checked="" type="checkbox"/>	<input type="checkbox"/>



Other

	Essential	Desirable
▪ Ability to meet the requirements of UK 'right to work' legislation	<input checked="" type="checkbox"/>	<input type="checkbox"/>