



# BRADFIELD COLLEGE ENTERPRISES

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## JOB DESCRIPTION FORM

**JOB TITLE:** Residential Letting's Assistant      **REPORTS TO:** BCEL Management

**CATEGORY:** Temporary – BCEL      **DATE:** March – September 2022

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### JOB PURPOSE:

To provide a customer service role representing both Bradfield College Enterprises Limited and Bradfield College to our international visitors. Hours of work are shift based from 7am-11pm plus overnight on call (staying on site).

### PRINCIPAL ACCOUNTABILITIES:

- To act as a 'concierge' to the visiting group, answering questions about the college and area and to make their stay as comfortable as possible.
- Assisting with the setup of boarding houses for the summer period, including moving beds in and out of houses and thorough condition checks of the premises
- To assist with fire drills and fire alarm management in the Boarding houses (full training will be given).
- Communicate messages from BCEL management to the guests
- To monitor damages (beyond wear and tear) in the boarding house, assign responsibility for breakages in and around the house and report such damages using the correct channels.
- To allocate keys to the guests and facilitate their return at the end of the stay.
- Report to BCEL management breaches of the hire agreement (eg curfew breaking) and where possible manage the resolution of such issues in a friendly and professional manner.
- Enforce the BCEL smoking policy in and around your allocated house.
- Other ad hoc customer service duties as required

- **SKILLS:**

*Communication Skills.* RLAs will be expected to communicate effectively and politely with both customers and various other members of Bradfield College.

*Customer Service Skills.* The primary purpose of the RLA is to provide customer service to the guests of Bradfield College. Their needs will change on a daily basis so its important that a dynamic approach is taken.

*Health and Safety.* An understanding of the principals of good health and safety essential as the post requires monitoring and administration of H&S systems in boarding houses. Full training will, however, be given.

### EXPERIENCE:

Some experience working in a customer service environment is essential.