

## Night Reception Supervisor

### Great Northern Hotel - London

Located in the heart of the vibrant King's Cross area, the Great Northern Hotel provides a stylish and welcoming escape, offering a luxurious base to explore London and beyond. Our location is a hub where guests can enjoy vibrant dining and bar experiences, whether meeting friends, enjoying a coffee, or unwinding after a busy day. As evening sets in, we transform into a prime destination for cocktails, fine dining, and memorable nights out.

Would you like to be part of a dynamic team and take your career to the next level? We are hiring a Night Reception Supervisor to join our team on a full-time basis (40 hours per week, including evening and weekend shifts).

### What's in it for you?

- £500 Joining Bonus
- Free meals during your shift
- Uniform and dry cleaning provided
- 28 days holiday, including bank holidays
- Highly competitive salary package
- Birthday paid day off
- Season ticket loan after 6 months
- "Refer a friend" program
- Employee Recognition Programme
- On-the-job training
- Statutory Pension Scheme with The People Pension
- Employee Assistance Program, tailored to hospitality professionals

- 30% F&B discount
- Regular team-building activities and outings
- Monthly staff afternoon tea

**Main Responsibilities:**

- Welcome and check-in guests efficiently and with a friendly attitude
- Direct visitors to the correct person or office as needed
- Answer, screen, and forward incoming calls in a professional manner
- Ensure the reception area is tidy, presentable, and stocked with necessary supplies
- Provide accurate information in-person, by phone, or via email
- Receive and manage daily mail and deliveries
- Maintain office security by controlling access and issuing visitor badges
- Order and keep track of front office supplies
- Schedule meetings, manage calendars, and assist with travel/accommodation arrangements
- Keep records of office expenses and costs
- Perform additional clerical duties like filing, photocopying, and faxing

**Requirements:**

- Proven experience as a Receptionist or Front Office Representative, preferably in hospitality
- Proficiency in Microsoft Office Suite
- Experience with office equipment (fax machines, printers, etc.)
- Professional appearance and demeanour
- Solid written and verbal communication skills
- Resourceful and proactive when addressing issues

- **Strong organizational skills and multitasking abilities**
- **Excellent time-management skills and task prioritization**
- **A customer-first attitude**
- **High school diploma; additional certification in Office Management is a plus**

**Eligibility to Work in the UK:** In line with the Asylum and Immigration Act 1996, we require all applicants to be eligible to live and work in the United Kingdom. Relevant documentation will be requested at the interview stage.