

JOB DESCRIPTION

Job Title	Hospitality & Retail Coordinator
Grade	3
Responsible to	Hospitality Manager

Job Purpose

The Hospitality & Retail Coordinator provides administrative and operational support to the Hospitality & Retail service, ensuring efficient delivery of hospitality and catering activities across FX Plus campuses.

The role coordinates bookings, data management, and communication between teams and stakeholders to maintain accurate records, support service planning, and enhance customer experience. Working collaboratively with colleagues across Campus Services, the post holder contributes to smooth, safe, and customer-focused operations.

Job Context

Falmouth Exeter Plus (FXP) is a joint venture delivering commissioned student-focused services to Falmouth and Exeter Universities. Liaising with Falmouth & Exeter Students' Union (SU), FXP has the purpose of supporting the Universities' strategic goals by delivering innovative and effective services centred on Penryn and Falmouth campuses in Cornwall, UK.

Cornwall Plus is a trading subsidiary of FXP providing summer accommodation, event planning, and conference facilities on the Penryn Campus.

The *Campus Services* directorate provides delivers the functions, for FXP and Cornwall Plus, which enhance the academic and social experience, providing essential resources and support for the partnership, whilst maintaining the functionality, safety and smooth running of the campus environment. Functions delivered include external services, events, hospitality, retail, bar, cleaning, caretaking, groundskeeping, safety & support and accommodation.

HOSPITALITY & RETAIL COORDINATOR

General Duties and Responsibilities

- Work collaboratively and supportively with colleagues across FX Plus and partner universities.
- Deliver a high standard of customer service to students, staff and visitors.
- Follow all FX Plus policies and safe systems of work, reporting concerns or incidents promptly.
- Treat everyone with respect and promote equality, diversity and inclusion in every interaction.
- Use resources responsibly and contribute to environmental sustainability initiatives.
- Participate in training and development to maintain skills relevant to the role.
- Show flexibility to support the team during busy periods and when services change.
- Undertake other reasonable duties commensurate with the grade of the post.

Main Duties and Responsibilities

- Coordinate hospitality and retail bookings, ensuring accurate data entry and effective communication with internal and external stakeholders.
- Support the preparation of quotations, invoices, and financial records in accordance with FX Plus financial procedures.
- Maintain departmental databases and systems, ensuring information is current, accurate, and secure.
- Assist in the collection and reporting of data on sales, stock, and service performance to inform decision-making.
- Liaise with kitchen, hospitality, and retail teams to confirm service requirements and resolve queries promptly.
- Contribute to effective stock control and procurement processes through accurate record-keeping and supplier coordination.
- Respond to customer enquiries and feedback professionally, ensuring a high standard of service and communication.
- Ensure compliance with FX Plus policies including Health & Safety, Food Safety, Data Protection, and Sustainability.
- Support departmental projects and events as required, adapting to operational needs and seasonal demands.
- Promote teamwork and positive communication within Hospitality & Retail and across Campus Services.

HOSPITALITY & RETAIL COORDINATOR

PERSON SPECIFICATION

Attributes	Essential/ Desirable
Education & Qualifications	
Good standard of general education (Level 2 or equivalent).	Essential
Competence in Microsoft 365 applications (Word, Excel, Outlook, Teams).	Essential
Qualification in administration, business support or hospitality operations.	Desirable
Training in Food Safety Level 2 or Health & Safety.	Desirable
Experience & Knowledge	
Experience in an administrative or coordination role within a customer-focused environment.	Essential
Knowledge of data management and record keeping systems.	Essential
Ability to organise work and prioritise competing tasks to meet deadlines.	Essential
Experience working as part of a team to deliver services efficiently and professionally.	Essential
Experience within hospitality, catering or retail operations.	Desirable
Familiarity with stock management or point-of-sale systems.	Desirable
Soft Skills	
<u>Communication</u> : Exchanging information, ideas, and insights to facilitate understanding and collaboration.	Essential
<u>Creativity</u> : Generating and applying new ideas to improve processes, solve problems, and drive organisational success.	Essential
<u>Decision making</u> : Using critical thinking to evaluate information, assess risks, and select the best course of action.	Essential
<u>Digital mindset</u> : Adapting to and leveraging digital tools and technologies effectively.	Essential
<u>Leadership</u> : Guiding and influencing others, aligning actions with strategic objectives to drive positive change and team development.	Desirable
<u>Learning and professional development</u> : Acquiring and applying new knowledge to enhance skills and drive personal and organisational growth.	Essential
<u>Planning</u> : Taking an organised and systematic approach to arranging tasks and resources to meet objectives.	Essential
<u>Problem solving</u> : Analysing and addressing challenges, applying logical methods to develop and implement effective solutions.	Essential
<u>Adaptability and resilience</u> : Embracing and driving change across personal, team, and organisational levels to effectively navigate and thrive in dynamic environments.	Essential
<u>Security, privacy and ethics</u> : Ensuring the protection of sensitive information, uphold privacy of data and individuals, and promotes ethical conduct within and outside the organisation.	Essential