



Hospitality Team Member – Part Time (18 hrs)

Job Description & Personal Specification

Overview

Centre:	Whitemoor Lakes
Position:	Hospitality Team Member
Reporting to:	Hospitality Team Manager
Hours:	18 Hours per week (Any 3 days out of 7, including some weekend work, on rota basis) 8.00am – 2.30pm (with half hour unpaid lunch break)
Role Type:	Permanent, Part Time, Shift Work
Overall Purpose:	To support the Hospitality Team Manager and Team Supervisors in meeting the needs of our guests by assisting in cleaning and preparing guest accommodation and to prepare, serve and clean in the dining room.

Job Description

- Helping to ensure high standards of cleanliness, hygiene and appearance are maintained throughout the centre.
- Cleaning and preparing guest accommodation (lodges), including bedrooms, bathrooms, lounge areas, and kitchenettes. Tasks include bed-making, hoovering, cleaning of bathrooms, and polishing.
- Laundry duties, including using the centres washing machines and tumble dryers.
- Ensuring safe practise and adhering to the correct use of ALL chemicals, wearing the appropriate protective equipment where necessary.
- Reporting any damage and maintenance issues promptly to your line manager.
- Cleaning of public areas, including lounge areas, corridors, toilets and hub shower rooms.
- Cleaning and preparing of venue rooms for incoming groups. Tasks include hoovering, rubbish, setting of chairs / tables and any AV / PA equipment.
- To assist in the dining room, preparing the room for guests, serving meals, and cleaning up after meals, including washing up and hoovering.
- To ensure food hygiene regulations are met within our dining room and food service.
- To clean, refresh and stock up the tea and coffee points throughout the centre, including washing and replenishing mugs.
- To daily check the house team / hospitality team staff notice board for any important information / notices
- Assisting whenever requested in other areas of cleaning (i.e. windows, staff accommodation, offices etc) to ensure the maintenance and appearance of a high standard of cleanliness throughout the centre.

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- To undertake training, as required for the role, to assist yourself in gaining new skills and knowledge, to give you a good understanding of health and safety and to help enhance our guest experience. Training will be a mix of hand-on practical, shadowing a member of staff and **on-line training through our training portal**. Training includes, but not limited to, food hygiene, COSHH, fire safety, safeguarding, and basic health and safety.
- To assist in training new staff on the practical side of the job, partnering up with new starters to show them what is involved with the role.
- To undertake other duties as requested by the Hospitality Team Manager, Team Supervisors, General Manager or Head of Centre.

Personal Specification

Attributes	Essential	Desirable
Skills	<ul style="list-style-type: none"> • Clear communicator, with good command of the English language (speaking, reading and writing). • Personable & approachable, cheerful, polite and courteous, with the ability to respond positively to guests needs. • Flexible, punctual and reliable. • Comfortable & confident when working as part of a team, but also working alone. • A Committed team player 	<ul style="list-style-type: none"> • Keen eye for detail
Experience	<ul style="list-style-type: none"> • Good understanding of a residential hospitality environment. 	<ul style="list-style-type: none"> • Previous experience working in hospitality or another customer facing role. • Previous experience working in a cleaning services role. • Previous experience working with children. • Experience of working to a tight schedule or regular task list.
Education/Qualifications		<ul style="list-style-type: none"> • No formal qualifications are needed for this role, however, a good standard of numeracy and literacy is required



Other	<ul style="list-style-type: none">• Fully supportive of the aims and Christian ethos of the Charity.• High standard of personal grooming, dress and appearance.	
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This job description and person specification dates from November 2024 and may be subject to review at any time as deemed necessary.