

## Job Description

Job Title: Centre Hospitality Assistant / Centre Hospitality Assistant Apprentice

Grade: Scale 1 / Apprentice rates

### Overall purpose of the job

The Centre Hospitality Assistant will maintain a high standard of cleanliness and hygiene throughout the centre, offering excellent hospitality and customer service. They will assist in the preparation and serving of food and refreshments, as well as carrying out any other tasks required so the centre can deliver a high-quality service to customers.

### Main accountabilities

1.	<b><u>Catering</u></b> <ul style="list-style-type: none"><li>• Prepare and serve basic meals to visiting groups.</li><li>• Assist the Cook in preparing and serving food and refreshments for evening meal.</li><li>• Cleaning and washing up after meals.</li><li>• Preparation of dining areas, including the erection and dismantling of dining furniture and serving equipment.</li><li>• Liaise with group leaders regarding timings, dietary needs, dining room procedures and any other requirements requested by the customer.</li><li>• Efficient and friendly service of meals and refreshments to customers, maintaining adequate portion control as directed by the Cook.</li><li>• Support the Hospitality Supervisor and Cook in maintaining stocks of ingredients and supplying information for the ordering process.</li></ul>
2.	<b><u>Cleaning</u></b> <ul style="list-style-type: none"><li>• Maintain the highest standards of cleanliness and hygiene of all centre facilities.</li><li>• Carry out deep cleans as directed by the Chef/Hospitality Supervisor.</li><li>• Support the Hospitality Supervisor in maintaining stocks of cleaning products.</li></ul>
3.	<b><u>Housekeeping</u></b> <ul style="list-style-type: none"><li>• Use of washing machine and drying facilities to ensure a supply of clean linen and uniforms.</li><li>• Making beds and preparing bedrooms for children and customers to use.</li><li>• Stripping beds and washing them after use.</li></ul>
4.	<b><u>Health and Safety</u></b> <ul style="list-style-type: none"><li>• Comply with set policies and procedures and all statutory Health and Safety requirements.</li><li>• Monitor the safe storage and preparation of food.</li><li>• When using cleaning or other potentially hazardous materials, comply with COSHH regulations.</li><li>• Monitor the safe operation of catering and cleaning equipment.</li><li>• Ensure the food safety of customers with special dietary needs by following the correct allergy procedures.</li><li>• Ensure correct use of facilities and equipment and report immediately any faults or issues to the Cook or Hospitality Supervisor as appropriate.</li><li>• Check goods received.</li></ul>
5.	<b><u>Customer Service and Hospitality</u></b> <ul style="list-style-type: none"><li>• Provide excellent customer service to all users of the centre.</li><li>• Provide hospitality services to conference and special interest groups.</li></ul>

6.	<p><b><u>Supervision of Agency Staff</u></b></p> <ul style="list-style-type: none"> <li>• Assist in directing the work of agency staff, ensuring they are familiar with GWC policies, procedures, and ways of working.</li> <li>• Signing agency timesheets in the absence of the Hospitality Supervisor, ensuring they accurately reflect hours worked and breaks taken.</li> </ul>
7.	<p><b><u>General Duties</u></b></p> <ul style="list-style-type: none"> <li>• Undertake any other duties that may be required for the effective operation of the centre as directed by the Hospitality Supervisor or Centre Management. This may include low-level maintenance such as painting of rooms, movement of furniture, clearing out areas of the centre including outdoors spaces.</li> <li>• Attend meetings and training as required for personal and professional development.</li> </ul>
8.	<p>To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.</p>

**Safeguarding commitment**

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

## Person Specification

### Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Basic Food Hygiene Qualification	Level 2 or equivalent Food Hygiene course (training can be provided)	Essential
First Aid Certificate		Desirable

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
<b>Knowledge</b>		
Food hygiene	Good understanding of food hygiene best practice	Essential
Customer service	Understanding of the importance of good customer service	Essential
Health and Safety	General understanding of Health and Safety practices including COSHH regulations	Essential
Basic food preparation	Know how to prepare and cook healthy meals	Essential
<b>Skills</b>		
Resourceful and proactive	Use initiative to identify tasks that need doing and complete these.	Essential
Communication	To be able to effectively communicate with others, including across centre departments, to ensure high customer standards are met.	Essential
Flexibility	To be able to adapt and change schedule and plans based on business demands.	Essential
Team player	To be able to work with others to ensure that all work that needs to be done is completed by the deadline	Essential
Basic Food preparation	Being able to prepare and cook basic meals as well as cutting, chopping and maintaining safe hygiene within the kitchen.	Essential
Sound professional judgement	A high level of integrity and commitment to the highest standards.	Essential
Cleaning	Able to be thorough, take pride in one's work, and have an eye for detail.	Essential
<b>Experience</b>		
	Give an idea of the type and level of experience required <b>do not</b> specify years of experience.	
Working in a child orientated environment	Experience of having been around children would be useful as there are often large school groups on site.	Desirable
General catering experience	Experience of supporting in a catering environment	Essential
Working in a residential setting	Experience of working in a residential environment with constant catering and cleaning needs.	Desirable

Housekeeping	Experience of housekeeping	Essential
<b>Equal opportunities</b>	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential
<b>Safeguarding</b>	Demonstrate an understanding of the safe working practices that apply to this role.	Essential
	Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	Essential

### Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	<b>Enhanced with barred list checks</b>

### Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)	<b>Fixed</b>	Flexible	Field	Home
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