Job Opportunities: Wisdom Centre Hospitality and Reception Assistants (2 Posts P/T)

Wisdom Centre is excited to offer two part time vacancies in central Romsey. If you like meeting people, enjoy a varied job in attractive surroundings and can assist a friendly and supportive team in a variety of reception, hospitality and simple social media updates this could be the job for you. Ideally, you will work agreed core hours which will include a combination of evening, weekend and day time hours, with additional hours required to cover busy periods and staff holidays.

Wisdom Centre is a spirituality centre and ministry of the Daughters of Wisdom, a registered Charity. We welcome a range of visitors from spirituality groups and yoga practitioners to NHS training providers. We are also a local hub for mental health services and community support groups. If what we do is something you would like to be part of please follow the links for further information, or see below.

Daughters of Wisdom, Britain and Ireland Province
JOB DESCRIPTION (V 16/11/2021)

Position:	**Wisdom Centre Hospitality and Reception Assistant (2 posts, Part Time)**
Remuneration:	**£9.50 per hour**
Responsible to:	Manager and Senior colleagues.
Hours	**2 posts to share an approximate combined 30 hours of work per week**, **plus additional hours done on a flexible basis.** Wisdom Centre is actively growing our provision to counselling services and support groups locally and require flexibility to meet the needs of our clients. The below is an example of how the hours may divide between the two post holders. Wisdom Centre will gladly consider alternative working hours should they fit with the other applicant and our needs.
Ideal qualities	We hope to attract welcoming applicants with basic skills in front desk admin who are able to assist with hospitality/ catering tasks when required. Ability to update social media – particularly Facebook an advantage
Post 1	To cover two weekdays. Tuesday and Friday 8.30am – 4.30/ 5.30pm and one weekly late night up until 9pm and 1+ Saturday per month (full or half day). In addition you will be required to contribute to staff holiday cover and busy periods (weekdays and evenings). This could involve an additional 7.5 hours per week plus **Anticipated working hours** 19.5 (standard hours) – additional hours as required/ agreed. It is expected that this role will primarily be a reception/ admin role
Post 2	To cover Saturday morning from 8.45am-1.15pm with additional hours sometimes required. To cover one/ two weekday late nights (4.30-9pm). In addition you will be required to contribute to weekday staff holiday cover and busy periods (weekdays and evenings). This could include an additional 7.5 hours per week plus **Anticipated working hours** are 9 (standard hours) – additional hours as required/ agreed. It is expected that this role will be primarily a reception/ hospitality role which will also include updating our social media pages.

MAIN DUTIES, shared by the two post holders.

Maintain Quality of the Centre:

- Ensure the ethos of the Daughters of Wisdom is maintained in works and staff relationships;
- Uphold an excellent level of customer service in the Centre whilst working to maintaining a positive working environment, especially during busy periods,
- With senior Reception/ catering colleagues, resource and set up rooms as necessary. Make sure rooms and public areas are clean and tidy.
- Give assistance appropriate to the needs of guests including the elderly and disabled.
- Advise admin co-ordinator of any routine upkeep/ emergency maintenance of Centre
- Ensure the security of the rooms and resources.
- Ensure the confidentiality of Wisdom House and visitors of the Wisdom Centre.
- Ensure appropriate written, verbal and online communication particularly when representing Wisdom Centre on Social Media.
- Ensure basic Covid / Virus safe practices, i.e. use of hand gel at reception

Administrative Responsibilities with help of Administration Coordinator/ person responsible for marketing where appropriate (Training will be given where needed)

- Administer individual and group bookings. At all times, keep records of payments and donations received ready for Administration colleagues to process.
- Ensure that all booking –in and booking-out procedures for visitors to Wisdom House, Wisdom Centre and Chez Nous, our onsite accommodation are followed, including arrangements for parking and arrangements for informing individuals and groups of available facilities and emergency procedures.
- Ensure that all visitors and telephone callers are received in a friendly and efficient manner and that all messages and post are forwarded to appropriate staff;
- Maintain/ update a customer database using Mailchimp.
- To assist Marketing, assist with promotional material including website and social media updates. (This will be the responsibility of one of the two post holders)
- Make use of Microsoft Office packages, in particular Word and Outlook
- Record daily temperatures on Fridges with other reception/ catering staff.
- Open up Centre and lock up when required.

Hospitality Responsibilities

- Hold a Level 2 Food Hygiene certificate as is required by all Wisdom Centre Staff and comply with standards – Training is provided
- Provision of Tea and Coffee service as required on weekdays/ Saturdays/ evenings
- Light cleaning/ hygiene to refresh rooms for next users. Setting out room layouts, and setting tables in dining room when required
- Setting up creative activities – for example craft materials
- Prepare and serve simple food when required by catering Supervisor.

Communication: Optional attendance at staff meetings and bi monthly team development meetings will ensure you are kept up to date with life in Wisdom Centre. (These meetings are presently on hold)