Daughters of Wisdom, Britain and Ireland Province
JOB DESCRIPTION (V 17/01/2023)

Position: **Wisdom Centre Hospitality and Reception Assistant (9 hours)**

Remuneration: **£10.90**

Responsible to: Manager and Senior colleagues.

(Approximately) 9 hours of work per week, **plus additional hours carried out on a flexible basis.** Wisdom Centre is actively growing our provision to counselling services and support groups locally. Basic requirements are one evening per week and Saturday morning.

We are a Christian Retreat Centre and hub for Counselling services locally. We hope to attract welcoming and friendly local applicants with a heart for others. The role would suit a flexible person who can turn their hand to basic reception duties and assist with hospitality/simple catering tasks when required. We will look to use your other skills/interests during quiet periods. These could include updating social media, preparing craft activities or refreshing flowers/displays around the Centre.

Hours To cover Saturday morning from 8.30am-1.130pm with additional hours sometimes required. To cover one/ sometimes two weekday evenings (4.30-9pm). In addition you will be required to contribute along with other staff to weekday staff holiday cover and busy periods (weekdays and evenings). This could include an additional 7.5 hours per week plus and will vary. You will support two other reception staff who work an approximate combined 45-50 hours per week.

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.

MAIN DUTIES

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 maintain 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.
- 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.

- 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)

- Some basic administration of individual and group bookings. Keep records of payments and donations received ready for senior 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.
- To assist with basic marketing.
- 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 for those who need to achieve this qualification.
- 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 opt in to Wisdom centre 'WhatsApp' group, and attendance at staff meetings and team meetings will ensure you are kept up to date with life in Wisdom Centre.