

JOB DESCRIPTION

Job Title	Hospitality Assistant		
Directorate	Children, Families and Education		
Reporting to			
Grade	16 (17)		
Evaluation ref:	AG0453	Job Family ref:	
Role Purpose			
The core purpose of a hospitality assistant is to provide excellent customer service and ensure smooth running of daily operations within our centre settings.			
Accountabilities			
<p>Undertake one or more of the following areas of work on a rota basis, which will include regular evening, weekend and some bank holiday work and split shifts.</p> <p>Respond to customer need through the provision of high-quality services.</p> <p>Hospitality staff have a dual role, often changing duties from cleaning to dining room or kitchen duties within the same shift.</p> <p>Clean public rooms, offices, corridors and kitchen. Set up rooms for groups, meal servings and conference facilities. This may include moving furniture.</p> <p>Ensure the centre looks clean and tidy inside and out.</p> <p>Bedroom preparation and servicing - cleaning, preparing beds for students, making beds for adults and staff, cleaning bathrooms, showers and toilets and clean corridors adjacent to dormitories and bedrooms.</p> <p>Kitchen duties - meal serving, food preparation, washing up, washing down kitchen and cleaning dining room.</p> <p>Responsible for promoting the welfare of children and young people and where relevant support schools and early years settings in safeguarding children though being aware of relevant policies and procedures and understanding how to use these to ensure that children and young people are protected and all suspicions and allegations of abuse are taken seriously and responded to swiftly and appropriately.</p> <p>Understand, uphold and promote the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.</p>			
Knowledge / Experience / Skills			

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	Essential	Desirable
Knowledge		
Demonstrates a commitment to safeguarding and promoting the welfare of children.	X	
Experience		
Customer care.	X	
Service industry experience.		X
Housekeeping/cleaning experience.		X
Experience working in a kitchen/domestic team in a previous role.		X
Qualifications / Registrations / Certifications		
Basic Food Hygiene		X
Manual handling training.		X
Skills		
Ability to work independently and as part of a team.	X	
Adaptable and flexible approach to all areas of work to meet the needs of the centre.	X	
High standards of cleanliness in the workplace.	X	
Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016)	X	
Willingness to undertake additional hours if required.		X
Trustworthiness	X	
Good relationship with colleagues.	X	
Energetic and enthusiastic.	X	
Good personal organisation.	X	
Helpful and supportive to customers.	X	
Working Conditions		

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Frequent physical effort required e.g. movement of deliveries, furniture and equipment and cleaning duties.

Dimensions of the role

The successful candidate has a responsibility for promoting and safeguarding the welfare of the children and young people they are responsible for or come into contact with. Somerset Council is subject to Part 7 of the Immigration Act (2016) and therefore the ability to speak fluent English will be an essential requirement for customer-facing roles. This job requires a criminal background check (DBS) via the disclosure procedure.

Working Arrangements

Somerset Council's Dynamic Working Strategy will be applied to this position.

Corporate Accountabilities

Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: