

## **Job Description**

### **Hospitality Assistant**

### **Seasonal (Zero hours) Contract**

Emerson College is an international centre for learning, discovery, and transformation

We welcome students and visitors from all over the world, celebrating the diversity and uniqueness of each person. Our core purpose is to help people enrich their inner gifts and unique skills to meet their full potential. We support people in finding their individual path to meaningful life and work through a holistic and Anthroposophical approach to learning set in the grounds of the world's only biodynamic botanical garden.

Emerson College is a charity offering adult education and retreats with an extensive range of holistic workshops, conferences, and events in several buildings, surrounded by over 23 acres of grounds, an apple orchard, a vegetable, flower, and herb garden and a large greenhouse facility. Our kitchen is well known for its creative, vegetarian, vegan and seasonal meals with over 40% sourced from our gardens. The College has a wholistic care ethos by creating a nurturing environment and the use of the facilities by groups seeking quiet sanctuary. Also, we operate a non-alcoholic retreat type space.

#### **Main aim of the role**

Maintain a high standard of cleanliness and attractiveness in the appearance of a hospitality facilities and guest experience of Emerson; work within the various legal requirements and in a sustainable and ecological way. Respond to customer demands promptly and in a friendly way.

#### **Recruitment Timeline:**

<b>Application Deadline:</b>	Immediate and until vacancy is filled
<b>Interview Date:</b>	On enquiry
<b>Commencement Date:</b>	At point of offer (or by agreement)
<b>Recruitment Contact:</b>	Joni Shakles   Head of Operations <a href="mailto:joni.shakles@emerson.org.uk">joni.shakles@emerson.org.uk</a>

#### **Main tasks:**

- Receive guests and respond to their requests promptly and in a friendly way during their stay
- Cleaning bedrooms, showers, toilets, corridors and public areas

- Execute all household work such as setting up venue, meals duties, laundry, as instructed by the Hospitality Manager
- Work within legal requirements of Health & Safety as well as food hygiene
- Carry Health and Safety awareness together with other staff
- Participate in staff meetings, when necessary
- Liaise with Reception (Admin), Catering and Maintenance where necessary

**Various:**

- Must be self-motivated and self-confident in all aspects of customer relations
- Must be standards-driven and detail-orientated. Must have the ability to multi-task
- Must have excellent self-presentation and good command of the English language
- Ability to relate in a firm but friendly way with a wide range of personalities
- Physical ability to carry out manual tasks, i.e. lifting, cleaning and moving of items

**Behavioural Competencies**

**COMPETENCE GROUP 1: HOW WE PROVIDE LEADERSHIP AND DIRECTION**

- Leadership: Motivates others to achieve their objectives and goals through involvement and providing feedback and support. Provides and supports development to enable effective delivery.
- Managing Performance: Sets clear, aligned, high standard performance goals & objectives for self, others, and for the College.

**COMPETENCE GROUP 2: HOW WE MANAGE OURSELVES**

- Managing Our Own Work: Plans, structures, and prioritises own work to achieve optimum results.
- Communicating with Impact: Presents a positive image by communicating effectively, being resilient and treating people fairly.

**COMPETENCE GROUP 3: HOW WE WORK WITH OTHERS**

- Influencing outcomes: Adapts style and approach to achieve effective outcome.
- Meeting the needs of students and all guests: Establishes the needs of students and all guests and strives to ensure that these are met.
- Respect for Diversity and Equality: Treats all individuals with respect, responds sensitively to differences and encourages others to do likewise. Ensures equality of opportunity for all.

**COMPETENCE GROUP 4: HOW WE MOVE FORWARD**

- Achieving Results: Takes personal responsibility for making things happen. Shows motivation and perseverance in overcoming obstacles and achieving results.
- Continuously Improving Services: Seeks to continually improve the services and processes that impact on users.

Conditions of Service:

Reporting to: Hospitality Manager & Head of Operations

Start date: Immediate and until vacancy is filled

Hours: part-time hours to be arranged on a monthly basis, as needed. On a zero hours contract which allows both sides to agree to work offered with most work during June to September. Training will be provided. Some flexibility from week to week may be needed but requests for specific hours will be granted where possible

Holidays: Holiday entitlement is pro rata of 33 days per year including bank holidays with some holidays to be taken between Christmas and New Year when the College is closed.

Discounts & benefits: Staff discounts on some courses and food, free parking, and a beautiful work environment. Opportunity to work for a Charitable organisation drawing people from across the world and committed to making a difference by supporting people to connect with nature and to finding meaning in life.

Pension: There is a contributory pension scheme.

Salary: Range A1 to A3 as £11.90 to £12.71 per hours paid monthly in arrears

Right to work in the UK: It is a requirement that any successful applicant has the right to work in the UK and can provide evidence of this. This is an express term and condition of your employment with Emerson College.

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