

Saint
Columba's
House



St Columba's House Bank Staff

St Columba's House is a Retreat and Conference Centre on Maybury Hill in Woking.

We welcome guests both nationally and internationally to experience our Christian hospitality. The House has 9 meeting rooms and two chapels together with 26 bedrooms.

We are looking to expand our team of Bank staff who are vital in ensuring we can continue to offer great service outside of normal office working hours

Hours: This is a zero hours contract with no guarantee of hours. Available shifts are ad-hoc and organised in advance on a rota system with other members of Bank staff. The cover required consists of weekday and weekend overnight shifts (4.45pm – 8.45am) and daytime shifts on Saturdays and Sundays (8.30am – up to 5.00pm.) Occasional shifts may be arranged at other times. Some training may take place during usual office hours.

Overnight shifts include a single, ensuite bedroom and evening meal
Daytime shifts include lunch

Pay: Hours between 7am and 9pm £9.74 per hour

Single payment for the 'sleeping' element of each overnight shift (9pm to 7am): £36.11

(A typical overnight duty would involve arriving at St Columba's House for a handover with day staff at 4.45pm and leaving at 8.45am after a short handover the following morning. Payment for those day hours and the overnight payment would be £94.55 in total)

The role: Our Bank Staff are the face of St Columba's House outside of normal office working days and hours. They ensure that great service is delivered to all of our guests and that they are kept happy and safe. There will be significant amounts of time in most shifts when there is little to do other than being available for our guests should they need assistance. There will also be times which are hectic, such as when guests arrive and in emergencies. The role includes (but is not limited to);

- Being on call for any fire or medical emergencies
- Being first point of contact for troubleshooting any issues including guests' needs, buildings or facilities issues.
- Covering the Reception desk, welcoming our guests, delivering Welcome Talks and answering any queries or telephone calls
- Ensuring the building is locked, safe and secure before going to bed or at the end of your shift if all guests have left, including our annexe, Redwood House.
- Being on call during sleeping shifts (any worked hours will be paid additionally), keeping the House mobile phone and fire emergency bag with you at all times.
- Putting out breakfast for guests in our refectory in the morning
- Keeping meeting rooms tidy, replenishing water in meeting rooms and occasionally changing room layouts where required
- Keeping the foyer area clean, tidy and presentable. Replenishing the tea and coffee station where required
- Assisting, when needed, with food service
- Setting up Eucharists in our Worship spaces where guests have requested it
- Taking cash and card payments
- Doing a handover with incoming/outgoing staff, and/or reading and writing handover notes.
- Escalating to other members of staff appropriately (e.g. in the event of a major incident)
- Redwood House is a 4 bed house in our grounds. It is sometimes let to groups using the main house, and other times is let as self-catered accommodation. Bank staff are expected to support guests in Redwood House as appropriate.
- Shifts will usually include a certain amount of "down time" when there is little to do but be available should our guests need assistance. Bank staff can read, study, watch or listen to entertainment (using headphones) etc, so long as they take off any headphones or otherwise make themselves welcoming and available when guests are in the vicinity of the office (e.g. when arrivals are due, during guest tea breaks, etc)

- Time off is given for lunch and tea breaks but is expected to be taken during “down time” and bank staff are expected to remain on site.

The Person:

- Should be a friendly team player with a welcoming, helpful demeanour and a caring manner.
- Good physical health is necessary due to the need for moving furniture and assisting people during evacuation processes.
- Proactive and able to work on own initiative
- Comfortable to be the only member of staff on site at any given time
- A good communicator – both verbal and written
- An ability to prioritise and manage time effectively.
- Should be in sympathy with the Christian nature of St Columba’s House and welcoming of guests of all traditions.
- Should be prepared to be available for a minimum of a 2 year period

Training: Full ‘on the job’ training will be given. In addition, our Bank staff need to undertake, and will be paid for, the following training courses;

- First Aid
- Fire Marshall and Evac Chair
- Allergens
- Food Handling
- Safeguarding