

St Columba's House

Job Description

Job Title:	General Assistant – Housekeeper
Accountable to:	Catering Manager
Salary:	£12.50 per hour
Line Manager:	Catering Manager
Liaises with:	Working closely with other members of the Catering, Housekeeping and Front of House Administration team,
Hours:	<p>20 hours per week worked daytimes (usually between 9.30am to 2.30pm) and to a rota for 4 out of 5 days. Additional hours may be available.</p> <p>Additional flexibility may be required to cover holiday or sickness absences and busy periods in the house. Additional hours could be taken on a TOIL basis or overtime at the discretion of the catering manager.</p> <p>Annual holiday entitlement is 28 days pro rata.</p>
Job purpose:	To ensure St Columba's House is clean and tidy and guests experience good food service and facilities.

About St Columba's House:

St Columba's House is a Christian retreat and conference centre in Woking, Surrey. We have 23 bedrooms and 10 meeting rooms including 2 chapels. We welcome a range of guests, both residential and day groups. We provide on site prepared, home cooked, catering for all meals. We have a small, friendly staff team who work closely together to give our guests a high quality experience.

Person Specification:

- Team player
- Warm, approachable demeanour
- Clean and tidy with a pride in doing a job well
- Hard working and efficient
- Professional approach
- Able to interact with guests in a presentable and warm manner
- Able to work well without close supervision
- Good verbal communicator
- Ability to identify jobs which need doing and prioritise them appropriately

Key tasks:

1. Housekeeping

- Ensuring the communal areas of the house are kept clean and tidy to a high standard at all times.
- Inspect all facilities daily to ensure readiness for guests.
- Ensure meeting rooms are clean and set up to clients' needs.
- Ensuring bedrooms are changed to a high standard in a timely manner
- Communicating with Front of House and other staff to ensure that the right rooms for guests are prioritised.
- Undertaking regular deep cleaning as required.
- Clean offices on a regular rota.
- Identify repair needs and work with relevant staff to ensure that they are remedied.

2. Catering

- Clean up after meals both in the dining room and the kitchen.
- Ensure the kitchen is cleaned to a high standard at all times
- Shared responsibility for record keeping to ensure temperatures of fridges and freezers are recorded on a daily basis.
- Ensuring foyer area is always supplied with coffee and tea facilities
- Setting tables.
- Serving food to guests.
- Setting out continental breakfasts in advance for overnight staff to serve to guests
- Ensure that food service is done within safety guidelines at all times.
- Achieve food safety level 2 certification (training provided).

3. Health and safety

- Be aware of legal requirements concerning health and safety. All members of staff have a responsibility to take reasonable care of the health and safety of themselves and others who may be affected by their actions or omissions.
- Perform and record weekly water safety processes.
- Perform regular descaling of taps, kettles, etc in line with legionella safety guidance.
- Attend health and safety, food handling, legionella awareness, COSHH and fire training (training provided by the Charity).

4. Other tasks

- Liaising with the catering manager on available shifts for rota planning.
- Any other appropriate tasks that may from time to time be delegated by the Catering Manager.
- Provide cover for other staff during holidays and sickness.
- This role may involve lone working occasionally. The charity's lone working policy must be followed when lone working.