**Job Description and Personal Specification**

**Role:** Hospitality &Night Manager - The Bristol Wing

**Responsible to:** Director of The Bristol Wing

**Our values:**

The post holder will be expected to operate in line with our workplace values, which are:

**Inclusion**

We recognise that every person is different but equally valuable. We actively include people at every level of our organisation, ensuring that our service users, young people, staff, trustees, volunteers and customers are representative of the communities that we serve. We work hard to enable each person to realise their potential.

**Compassion**

Our work is focussed on connecting with people, and responding to them in a caring and compassionate way.

**Community**

We believe that we are designed to live alongside other people. Our work actively creates opportunities for the people who are part of the YMCA (our young people, service users, staff, volunteers, customers etc) to be part of a community.

**Humility**

We are here to serve the needs of the communities in which we work. We don’t know everything. We listen to, and work alongside others to ensure that together we are making an impact where it is most needed. If we make mistakes – we learn from them and are honest and open about it.

**Creativity and Innovation**

We aren’t afraid to try a new approach or take a measured risk to increase the impact we make and respond to the challenges in our communities.

**Sustainability**

We think about the future, working in ways that bring about long-term benefit to our communities and our planet.

**Job Purpose:**

Working as part of a team to create a warming and welcoming atmosphere for the hostel guests, ensuring a safe and compliant facility that exceeds customer expectations.

**The Candidate**

We are interested in speaking with candidates who come from a hospitality or customer service background or who can demonstrate transferable skills, who relishes the opportunity to work for a charity running a social enterprise initiative hostel to raise funds to help meet our charitable aims and objectives. The individual values quality and is able to demonstrate their ability at delivering high standards in order to meet the YMCA Brunel Group strategic plan. This role would suit someone who is willing to be flexible and take on tasks as necessary to ensure an excellent customer experience for all our guests.

We follow safer recruitment guidelines and all candidates will have to demonstrate full employment history, give 2 good references and be DBS checked. In line with the requirements of the Asylum & Immigration Act 1996, all applicants must be eligible to live and work in the UK. Documented evidence of eligibility will be required from candidates as part of the recruitment process.

**Duties and Responsibilities:**

* Creating a harmonious, welcoming and relaxing atmosphere in the hostel and communal spaces, including cleaning, tidying and ensuring the building is at its best at all times
* Dealing with reservations, enquiries and meeting room bookings, in person, online and our booking systems.
* Working closely with the Hostel Manager / Director and other staff to safeguard the wellbeing of our guests and make their stay as comfortable as possible.
* Managing our online booking system, replying to emails and general administration.
* Providing information on local attractions and events.
* Contributing to a warm, friendly, welcoming atmosphere and a sense of community amongst guests, residents and colleagues.
* Responsible for the safety of the hostel and our guests.
* Practical tasks to ensure that the hostel is kept clean and safe, paying special attention to the communal areas and undertaking room checks before guest arrivals.
* Liaising with the housekeeping and maintenance team and other Duty Manager’s to report any maintenance tasks that need carrying out.
* Manage challenging and inappropriate behaviour in accordance with our hostel policy.
* Delivering and setting up rooms and catering for meetings and events in the hostel.
* Carry out regular checks of the building, following lone working and health and safety procedures.
* Other administrative tasks which may include banking.
* Ensure the department complies with all health & safety and hygiene statutory

regulations and that records are maintained up to date.

* Comfortable lone working at night.
* Any other duties that may be reasonably required by the organization

Please note: This job description outlines the main duties within your role; however our organisation is continually evolving and management may ask you to undertake other duties outside of this job description and in line with the needs of the department at the time. Your flexibility in this post is therefore essential as this helps us to improve and drive positive change.

**Person Specification**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Qualifications and knowledge** | | | **Essential** | **Desirable** |
|  | Knowledge and experience of quality standard accreditations and working within an environment where these are held | |  | **√** |
|  | Knowledge and understanding of confidentiality and Data Protection principles and practice | | **√** |  |
| **Experience** | | | | |
|  | Working in a customer facing retail or hospitality role | | **√** |  |
|  | Experience of building and maintaining effective relationships/contacts | |  | **√** |
|  | Experience of safeguarding principles and practice | |  | **√** |
|  | Good organisational and administrative skills | | **√** |  |
|  | Ability to maintain good records and administration | | **√** |  |
|  | Excellent verbal, written communication, and interpersonal skills | | **√** |  |
|  | Able to work on own initiative and as part of a team | | **√** |  |
|  | Commitment to personal professional development | | **√** |  |
|  | Excellent IT Skills able to demonstrate ability to use word& excel, | | **√** |  |
|  | Experience of working within a hostel or hotel / hospitality environment | | **√** |  |
| **Personal** | | | | |
|  | A positive approach to working with colleagues, residents and partner agency staff | | **√** |  |
|  | Can evidence an understanding and commitment to the principles of Equal Opportunities. | | **√** |  |
|  | Professional and diplomatic approach | | **√** |  |
|  | Motivated and inspirational able to communicate ideas and information | | **√** |  |
|  | Excellent time keeping | | **√** |  |
|  | Able to set a relaxed and friendly atmosphere in the hostel. | | **√** |  |
|  | Dealing with complaints/requests with professionalism and patience, and exceeding customer expectations. | | **√** |  |
|  | Resilient and able to deal with a high-pressure environment. | | **√** |  |
|  | Willingness to undertake appropriate training and education as part of a commitment to continued professional development. | | **√** |  |
| **Terms and Conditions** | | | | |
| a) | Term | Permanent position | | |
| b) | Salary: | YMCA Salary:  £27,500 per year full time and pro rata for part time | | |
| c) | Hours | Full (40 hours) and part time roles available on a pro rata basis  Full time - 4 x 10 hour shifts per week;  Part time role – number of shifts will vary with the potential for overtime | | |
| d) | Leave | 5 weeks annual leave per year, plus statutory bank holidays pro-rata. | | |
| e) | Probationary Period | 6 months | | |
| f) | Company pension | YMCA Brunel Group complies with the governments Auto-enrolment Pension initiative where eligible employees will automatically be enrolled into the YMCA’s Stake Holder Pension Plan.  For non- eligible employees the post holder may request to become a contributory member of YMCA Group Stake Holder Pension Plan following completion of three months continuous service. | | |
| g) | Termination of Employment | 4 weeks | | |