

Job Description: Hospitality Support Worker

Accountable to: Head of Hospitality and Facilities

Location: Corrymeela Centre, Ballycastle

Introduction

The Corrymeela Community is an Ecumenical Christian Community committed to the work of reconciliation both locally and internationally. In 1965, the Reverend Ray Davey and a group of students from Queens University established a residential centre in Ballycastle where people of all faiths, political opinions and backgrounds could come together to meet and learn from each other. When the Troubles broke out, Corrymeela responded by offering respite in the new Centre for all kinds and conditions of people, eventually developing programmes and a network of Community members throughout Northern Ireland.

The Community now has a membership of over 150 persons and a global network of 5000 Friends. Many of the Corrymeela Community members continue to have significant involvement in the work of the Ballycastle centre, along with living out the Corrymeela ethos in their day-to-day lives. Corrymeela also employs approximately 30 staff and engages over 50 volunteers from across the globe on an annual basis. Their role is to offer hospitality and support programmes of respite, encounter, dialogue and reflective learning to the over 7,000 visitors that come through the Centre each year.

The Corrymeela Community's mission is to 'transform division through human encounter'. In order to deliver this mission, the organisation has identified four key programme areas to prioritise over the next three years:

- Sectarianism
- Marginalisation
- Legacies of Conflict
- Public Theology

At the core of our programme is the commitment to work for reconciliation and social justice. Whilst a main thrust of our work remains focused on programmes at the Ballycastle centre, we are also actively engaged in a wide range for community-based programmes across the education, youth, community and faith based sectors throughout Northern Ireland, the UK, and other international locations.

For more information on the work of Corrymeela visit www.corrymeela.org

Overall Purpose

As a busy 24 hour residential centre, Corrymeela has a duty of care through good working practices to provide the hospitality team with a consistent staff member as point of contact specifically during weekends and busy transitions. This person will support the team to deal with issues regarding security, maintenance, housekeeping, administrative tasks, and deal with any unexpected incidents such as ad hoc arrivals, fire alarms and first aid. This role will include staying residentially overnight at the Ballycastle Centre.

Key Tasks

Training

- Review and develop the cover support manual and bring updates and amendments to HHF for approval.
- Design, deliver, record and review training and support for all those carrying out Cover duties at the centre in conjunction with HHF.
- Train and support volunteers in the duties associated with the hospitality role.

Support/Supervision

- Provide support and stability within the centre during busy midweeks and/or weekend transition periods.
- Support the hospitality department in maintaining an efficient organised workspace that encourages productivity.
- Complete daily operational tasks in a timely manner.
- Ensure the safety and security of all buildings and grounds on site during hours of work and on call. This will include a full site lock up at midnight, welcoming guests who may arrive or return to site after this time, and holding keys.
- Liaise with the hospitality team and the Designated Safety Officer and/or Designated Safeguarding Officer (senior staff members) to ensure that all incidents are dealt with and reported in an appropriate manner in accordance with government legislation and Corrymeela policies and procedures.
- Ensure that all Health and Safety requirements, as per legislation and Corrymeela policy are adhered to in order to provide a safe environment for all staff and visitors.
- Oversee fire evacuation during shifts and when on call.
- Ensure the general cleanliness and the welcoming appearance of the centre is maintained including overseeing the post residential clean up and unit preparations with the volunteers and in partnership with the housekeeping team.
- Ensure gaps in the rota are filled when shifts are not attended by stepping into the role and utilising the support team, if necessary, adhering to rest breaks and working time regulations as appropriate.

Administration/Evaluation

- Oversee group evaluation reporting.
- Perform general office duties as required (Sending/answering emails, phone calls, filing/electronically inputting forms etc.)
- Carry out administrative tasks as required.

Any other reasonable duties as requested by the Head of Hospitality and Facilities.

This job description will be subject to review in the light of changing circumstances and is not intended to be rigid and definitive, but should be regarded as providing guidelines within which the individual works. Other duties of a similar nature and appropriate to the grade may be assigned from time to time. It is important to note that the responsibilities of the post may change to meet the evolving needs of the services that the charity provides.

Flexible Work Patterns

It is the nature of the work of Corrymeela that tasks and responsibilities are unpredictable and varied. All staff are required to work in a flexible way to meet the needs of the organisation.

Statement on Confidentiality

It is in the nature of the work of Corrymeela that staff become aware of information that will be sensitive and/or confidential. It is crucial that this information is maintained in strictest confidence, within the context of Corrymeela's policies and procedures, and that failure to do so will be viewed as gross misconduct and will be subject to the appropriate level of the disciplinary procedures.

Safeguarding Policy

We require all staff and volunteers to work according to Corrymeela's Safeguarding Policy. Where appropriate, offers of employment are subject to a check by AccessNI. A copy of the AccessNI Code of Practice is available on request.

Employment of Ex-offenders

Corrymeela has a policy on the recruitment of ex-offenders. A criminal record will not necessarily debar anyone from being offered employment.

General Responsibilities

- Members of staff are expected at all times to provide the appropriate service and to treat those with whom they come into contact in a courteous and respectful manner.
- All staff must comply with the Corrymeela Community No Smoking Policy on Corrymeela premises and also while on duty for the charity.
- All duties are carried out in compliance with Corrymeela's Health and Safety Policy and Statutory requirements
- The Corrymeela Community is an Equal Opportunities Employer. You are required to adhere to Corrymeela's Equal Opportunities Policy throughout the course of employment. Staff should be familiar with the Corrymeela Community Charter.
- To ensure the ongoing confidence of the public in the staff of Corrymeela Community, staff must ensure they maintain the high standards of personal accountability.

Further information regarding entitlements and staff policies will be found in a comprehensive staff handbook, presented to staff upon commencement of employment.

Personnel Specification:**Hospitality Support Worker**

Location:	Corrymeela Centre, Ballycastle
Contract Type:	Full time, (37.5 hrs/wk) permanent
Hours:	37.5 hours per week, across 7 days. Flexibility in working hours is required to fulfil the obligations associated with the post.
Salary:	£26,505 per annum
Pension:	A Corrymeela Community Pension scheme is in operation
Notice Requirement:	One months' notice
Probationary Period:	A six month probationary period will apply
Terms & Conditions of Employment:	<p>2 satisfactory references are required, one which must be from a current/previous employer.</p> <p>Successful applicants must evidence their right to work in the UK (under the Immigration Asylum and Nationality Act 2006).</p> <p>Evidence of relevant academic and professional qualifications.</p> <p>Evidence of appropriate vehicle documentation.</p> <p>AccessNI Check</p>

Essential Criteria:

The post holder must have demonstrable evidence of the following:

1. A minimum of one year's experience of holding a position of responsibility (supervisory/coordination/management) within a residential/hospitality setting.
2. Proven ability to show flexibility when working in a demanding environment.
3. Excellent verbal and written communication skills, including the ability to communicate effectively by telephone, email and in person with a wide range of people.
4. Demonstrable experience of providing excellent customer service with a friendly manner and a 'can-do' attitude.
5. Excellent time management and task delegation skills.
6. Willingness to work flexibly in response to changing organisational requirements.
7. Current full driving licence (Valid for use in the UK) and access to a car on appointment. This criterion will be waived in the case of applicants whose disability prohibits driving but who have access to a form of transport, which will permit the applicant to meet the requirements of the post.
8. Satisfactory pre-employment check which will be conducted via AccessNI (Corrymeela will conduct this prior to appointment).
9. Legal status to work within the UK.

Desirable Criteria

1. Fire Safety/Warden and/or First Aid Certificate.
2. A good knowledge of Health and Safety at Work.
3. Computer literate and proficient using Word, Outlook and Excel.