

Housekeeping & Hospitality Assistant

Job Description and Person Specification

Directorate:	Transformation & Change	Service:	Marine Hall
Responsible to:		Responsible for:	
Grade:	1		
Location:	Marine Hall, Fleetwood		

Job Purpose:

To assist with Housekeeping and the serving of refreshments at Marine Hall as required and agreed, including working behind the bars.

To assist with set ups and changeovers between events.

To maintain a clean, safe and healthy working environment at Marine Hall.

To provide excellent customer service.

Key Tasks & Responsibilities:

To prepare and tidy rooms as per instructions from management.

To ensure the safe use and storage of all equipment and furniture following events, reporting and damage or defects to management.

To keep the bar, kitchens and public areas clean and tidy before, during and after use and to undertake cleaning duties as required, paying particular attention to Health and Safety.

To ensure the safe storage and use of all cleaning products in line with Health and Safety policy and procedures.

To assist with receipt, checking, storage and display of bar and catering deliveries, paying particular attention to stock rotation.

To serve customers in a prompt, professional and courteous manner.

Handle cash, stock and equipment in a safe and secure manner and following the council's policies and procedures.

Record wastage in line with venue procedures.

Ensure all purchases are processed through the tills, using the procedure shown.

Ensure all licensing laws are maintained at all times.

Act as an information point for customers.

Any other duties appropriate to the grading of the post.

Corporate Responsibilities:

The postholder will be expected:-

- To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.
- To promote best practice in meeting the requirements of Health and Safety legislation and Council policy, and comply with other relevant statutory legislation.
- To carry out duties in accordance with the Council's policy on equality and diversity.
- To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation.
- To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered.
- To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council's performance management scheme.
- To be responsible for Data Quality.
- To demonstrate a high standard of probity in the use of council resources and where a nominated budget holder manage spending within available resources.
- To support the delivery of the Council's Climate Change Strategy and Action Plans to achieve net zero in 2050.

QUALIFICATIONS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Good Level of literacy and numeracy	Essential	Application/Interview
Food Hygiene Certificate or a willingness to obtain one	Desirable	Application/Interview

SKILLS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Good interpersonal skills.	Essential	Application/Interview
Be able to communicate effectively.	Essential	Application/Interview
Be able to work as part of a team.	Essential	Application/Interview
Knowledge of use of cleaning appliances and materials.	Essential	Application/Interview
Knowledge of health and safety aspects of cleaning.	Desirable	Application/Interview
Knowledge of safe manual handling skills.	Desirable	Application/Interview
Excellent customer service skills.	Essential	Application/Interview

EXPERIENCE	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Experience of general cleaning work in an office, shop or domestic environment.	Essential	Application/Interview
Experience in using a wide range of cleaning materials and products.	Desirable	Application/Interview
Previous experience of working behind a bar or elsewhere in catering or hospitality.	Desirable	Application/Interview
Experience using computerised tills including handling cash and taking card payments.	Essential	Application/Interview
Stock controls including auditable stock taking procedures.	Desirable	Application/Interview
Working on large events or functions e.g. weddings, including room setup.	Desirable	Application/Interview
Bar cellar work	Desirable	Application/Interview

ADDITIONAL REQUIREMENTS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues	Essential	Application/Interview

Regular and Reliable Service	Essential	Application/Interview
Demonstrate behaviours that support our values	Essential	Application/Interview
Ability to work flexible hours to meet the needs of the service.	Essential	Application/Interview
Physically capable of undertaking light manual work including cleaning, lifting large, irregular shaped and heavy items, with assistance as necessary.	Essential	Application/Interview

**Our Values are key to delivering our vision, plans and strategies.
All Behaviours listed are essential to the post.**

			
Professional	Innovative	Collaborative	Customer focused
In being professional we...	In being innovative we...	In being collaborative we...	In being customer focused we...
• Have pride in how we represent the council • Treat people with respect and consideration • Are conscientious and carry out our work to a high standard • Carry out our work activities in an honest and ethical manner	• Proactively embrace change and learn from our mistakes • Challenge and constructively question existing processes • Make best use of our resources to provide excellent services • Encourage creative thinking with colleagues and peers	• Communicate effectively with colleagues and stakeholders • Develop productive relationships and achieve the best results • Recognise and embrace the knowledge and skills of others. • Embrace the concept of one team one council and all work together	• Strive to provide excellent services • Understand our customers' needs and consider things from their perspective • Effectively communicate and manage expectations • Actively seek ways to maximise customer satisfaction

Special Conditions:

(e.g. Weekend work, shift allowance, car/mileage allowance)

- The council operates a strict non-smoking policy.

- Casual car user allowance. Casual Car User's will be paid at the middle band. You will be required to provide your own means of transport.

Prepared by: Director of Transformation & Change

Date: July 2024

Post Holder Signature:

Date: