

Job Description – Full Time Hospitality Co-ordinator

Sarum College is an ecumenical centre for Christian Study and research where our passion is learning that nourishes the human spirit. Welcoming people of all faiths and none, we offer space and time for enquiring minds to grow in wisdom and courage.

The College has invested over half a million pounds on upgrading its accommodation and refectory facilities and has a business plan based on continued growth.

The hospitality team is made up of a director, a deputy director, a catering manager, two full time chefs and a kitchen assistant, and the equivalent of 2 full time hospitality co-ordinators, as well as a team of part time catering and housekeeping staff.

The role is to provide a high standard of hospitality to Sarum College guests, visitors, students and staff.

Core Values

As well as the normal basic values of respect, honesty, integrity we expect as a minimum requirement for staff, we have affirmed four core values that form the foundation of all our behaviours and attitudes.

We welcome people of all faiths and none
 We are committed to Sarum because we love it
 We learn together and from each other
 If we can we will

Job purpose

To assist in the running of Sarum's day to day hospitality activities, to ensure that our guests, visitors and students receive a high level of Customer Care.

The Principal accountabilities are:

To ensure that all hospitality services run smoothly, however varied.	40%
To effectively operate the integrated IT systems of the college, and understand all aspects of the systems in use.	30%
To be in sole charge of the college and visitors and guests overnight; taking responsibility for the security and safety of the college and guests for evacuation in the event of a fire or major incident.	20%
To be a team player, taking on such tasks as are needed to ensure excellent customer care.	10%

Detailed tasks include:**Customer Care**

- to provide excellent Customer Care to all Sarum's users
- to staff the reception desk as 'front of house' person
- to ensure knowledge about Sarum College courses and events is constantly maintained and where appropriate, updated
- to address and process enquiries and bookings for Sarum's facilities both efficiently and effectively

Administrative Tasks

- to be proficient with systems used in the hospitality department, including web-sites, Beacon (the college's administration system), accounting systems, Excel, Word
- to be responsible for some of the specific hospitality tasks e.g. MA invoicing, Health & Safety, Stationary; setting up conference facilities including Audio Visual Aids
- to sort and open incoming post and prepare outgoing post
- to liaise with the Catering Department when required
- to work closely alongside hospitality colleagues during handover/takeover of shifts

Security and Additional Tasks

- to assist with house-keeping and kitchen tasks as required
- to run the college bar when required
- carry out such other duties as the Trust may from time to time reasonably require
- to take responsibility for security and safety during the shift system period

Working conditions:

To be prepared to work to a shift system, which will include regular overnight and weekend working (sleeping duty). Sarum College is a residential college with 50 bedrooms

Person Specification

Essential

- experience that demonstrates understanding and passion for hospitality;
- experience of representing an organisation's work and activities in a 'front of house' role
- experience of delivering a high level of service to the public whilst working under pressure;
- excellent interpersonal and communication skills orally and on paper;
- ability to be numerate and literate in the delivery of routine administration;
- ability to take responsibility and be proactive;
- ability to cope and handle issues and uncertainty on own initiative in a calm professional manner;
- ability to set own priorities and work without close supervision, whilst remaining a team player;
- skill in using IT (Microsoft Word, Outlook and Access databases) and confidence in setting up IT equipment in conference rooms;
- experience that demonstrates an understanding of the issues involved in being responsible for the health and safety and fire evacuation of a residential building;
- ability to maintain appropriately directed energy and stamina; and
- sympathy with and commitment to presenting the ethos of Sarum College.

Desirable

- understanding and skill in using telephone systems;
- possession of a good knowledge of the Salisbury area;
- ability to identify and improve the quality of hospitality offered;
- knowledge and experience of working with Microsoft Excel, Power Point or Sage Line 50;
- experience of working in a hotel or similar environment

Job Details

Remuneration

£17,170 p.a.

Sarum also operates a non-contributory defined contributions pension scheme to which Sarum currently contributes 8% of salary

Hours

An average of 35 hours per week with an unpaid meal break of half an hour per shift plus 2 overnight sleeping duties per week.

Normal shift working hours will be between 7.30 am. and 11.00 pm. on all days of the week, within variable patterns. You will be required to work varying shift patterns over the working week. A normal week would comprise 5 day time shift and 2 overnight sleeping duties. These will be set on a weekly basis, ensuring that sufficient rest time is given. Effort will be made to take account of employees' commitments, but the rota will be set around the needs of the business.

There are 5 extra nights to be worked in the year as part of holiday cover.

Annual Leave

Entitlement is 5 weeks plus statutory holidays; this includes the days when the College may be closed over the Christmas period.

Reporting to

The Director of Hospitality