

## **Bishops House Job Description: General Assistant (approx. 30 hrs/wk)**

**Job Title:** General Assistant      **Reports to:** The Warden. (Supervised day-to-day by the Housekeeper.)

**Brief Outline of the Job:** To carry out all aspects of housekeeping which will result in an excellent guest experience, and to work on the kitchen team serving meals and clearing away, so as to enable the efficient running of the retreat centre at Bishop's House, Iona. As part of a small, dynamic staff team, you will be expected to work flexibly and, at times, to work unsocial hours. A warm and welcoming attitude towards our guests is essential, as is the ability to inspire a similar attitude in all team members.

**Staff Responsibilities and Skills:** All staff are responsible for playing their part in maintaining a positive, professional and effective working and living environment for all team members. You will need to have good organisational skills, a good eye for detail, be able to follow instructions and work unsupervised, prioritising tasks as necessary. You will need to be able to work well under pressure, in what is often a fast-paced environment.

**Job Purpose:** To assist in ensuring the smooth and efficient running of Bishop's House retreat house in accordance with Christian ethos of the House, to maintain a high level of hygiene throughout the House, and to ensure guests have an enjoyable stay.

**Experience:** Ideally you will have at least two years' experience in a housekeeping/hospitality environment, or be able to demonstrate that you can clean professionally and to a high standard, and meet deadlines (ideally having experience of this in a hospitality environment).

### **Responsibilities:**

1. Ensure high standards of cleanliness and presentation are maintained in Bishop's House, by performing daily, weekly etc. cleaning tasks.
2. Ensure a healthy and safe environment for guests and staff, and comply with health & safety policy and any other relevant legislation (eg COSHH, manual handling).
3. Work with the team to deliver our change-overs (ie ensure vacated rooms are serviced promptly and thoroughly, ready for their next guest).
4. Work with the team to ensure linen is changed, laundered, stored, repaired and replaced, as required.
5. Prepare/serve/clear guests' meals in accordance with meal times set by the House (some basic food preparation and kitchen support is likely, and you will need to fulfil special dietary requirements, as appropriate). Flexibility will be required to accommodate guests' reasonable needs in this area of work.
6. Keep accurate and up-to-date records, as required by H&S and Food legislation and House rules.
7. Ensuring housekeeping and kitchen equipment is used safely and kept in good order. Report to the Warden or Assistant Warden any equipment failings as soon as they become apparent.
8. Observe House rules for correctly and safely storing food, and assist with putting away and storing kitchen/housekeeping deliveries utilising good hygiene and safe storage practices.
9. Participate in staff meetings and training, as and when necessary.
10. Provide first aid assistance to staff and guests as and when necessary if (and only if) qualified to do so.
11. In absence of the Warden and Assistant Warden, deal with any enquiries or issues raised by staff or guests, and signpost accordingly.
12. Respect the Christian ethos of the House and comfort of guests and other team members at all times.
13. Welcome and assist guests as and when required.

14. Any other duties that may reasonably be asked of you, as and when required.