



## Role Profile

<b>Job Title:</b> Hospitality and Operational Team Member	<b>Role Profile Number:</b> OPN118
<b>Grade:</b> K Grade	<b>Date Prepared:</b> 29/10/21
<b>Directorate/Group:</b> Operations	<b>Reporting to:</b> Operational Lead- Hotel and Guest Experience
<b>Structure Chart attached:</b> Yes	Yes

### Job Purpose

To assist, deliver and organise the day to day running of the Hotel and Conference Centre at Lydiard. The role requires a flexible candidate who can support with working on the reception desk, the bar, waiting at tables, supporting Housekeeping, setting up and cleaning conference rooms and attending to guest needs. The post holder will embody customer service and our guest journey.

### Key Accountabilities

- Support and deliver with customer service for Hotel and Conference Guests.
- Support and assist with preparation and delivery of events in the hotel and wider park.
- Organise and prepare the conference centre rooms to guest needs and reset after they are vacated.
- Support the F&B Team Leader and under their direction on shift ensure guests are given great service at Breakfast, Lunch or dinner.
- Support the Kitchen with any tasks such as cleaning, washing up or running meals.
- Assist in stock takes and stock management.
- Work on the bar and support with the ordering of stock and cleaning of the cellar.
- Work on reception and check guests in, answer phone calls and emails and attend to guest queries.
- Clean and maintain guest areas to ensure a first class guest journey is delivered at all times.
- Support the wider outlets and concessions across the park and structure when necessary to ensure everything is covered.
- Support new recruits with training and guidance.
- Adhere to Food Safety and Health and Safety Legislation.

### Knowledge & Experience

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

- Customer Service in a Food and Beverage Environment
- Food Safety
- Ability to use Microsoft applications and IT programs in a reception setting

- Confident in using the phone
- Silver service knowledge is desired
- The post holder will be able to work on a rota which includes early mornings, late shifts, weekends and the ability to cover multiple locations across the structure where needed. (this includes park events)

**Qualifications**

- COSHH
- Food Safety

**Decision Making**

- Make decisions to ensure guest needs are met

**Creativity and Innovation**

- Able to work independently

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"> <li>• NONE</li> </ul> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"> <li>• NONE</li> </ul>	<p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility:</b></p>	<p>No</p> <p>.</p>
--	--	--------------------

**Contacts and Relationships**

*(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- The role involves verbal communication with Hotel and conference centre guests, clients, staff, park users and the Lydiard Park Team

**Values and Behaviours**

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels

- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

**Other Key Features of the role**

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

- Driving Licence is desired (ability to travel to locations within structure)

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name:
<b>Date:</b>	