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Post:	YEI Hospitality Assistant		
Last Version Date:	May 2017		
Version No:	1	Version Effective Date:	Nov 2017

Post: YEI Hospitality Assistant

Hours of work: 37 hours per week some night and weekend work required, (usual hours will be 8.30am-4.30pm but this is subject to change depending on rota and cover)

Salary: £15,000

Reports to: Community Café and Work Placement Coordinator


Summary of Purpose

The successful candidate will work with the YEI and Talent Match Coordinator, the Community Café and Work Placement Coordinator and YEI beneficiaries to develop and co-ordinate the hospitality provision ensuring for a co-designed offer.

The post holder will support the Community Café and Work Placement Coordinator to Create and deliver work placement and training program for young people and adults aged 16 -29, with a focus upon those with Mental Health Issues and Hidden Disabilities. This will be alongside the YEI and Community Café Coordinator

Duties and Responsibilities


- Act as front of house for the main Goodwin reception, Hospitality functions and room hire.
- Ensure Health and Safety Compliance at all times and maintain accurate records for the department.
- Support young people on work placements in customer service , hospitality and front of house and offer a meaningful learning and developmental experience
- Take instruction from the Community Café and Work Placement Coordinator in line with departmental functions and administration procedures.

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- Ensure the preparation and distribution of rotas and room booking catering requirements to cafe staff and the Estates team to ensure that access is available
- Maintain and organise department's central files, information, filing, and messages..
- Assist the Community Café and Work Placement Coordinator to ensure all Health & Safety policies and procedures for the tasks to be undertaken by the Estates team are up to date, understood and followed, ensuring that all staff have instruction, training and regular supervision relating to all aspects of Health & Safety and other GDT policies and procedures
- Process both incoming and outgoing mail on a daily basis, ensuring mail is distributed to the correct recipient as quickly as possible. Outgoing post to be taken to nearest post office.


General Duties

- Show enthusiasm and have a desire to learn and progress
- An interest in business growth (Room hire and Conference room hire).
- Undertake any appropriate training for the development of this role.
- Be willing to work outside of normal hours as and when required.
- Be able to work effectively as a member of a team and communicate effectively with a range of audiences.
- Caring, polite, professional telephone manner
- Business appropriate attire to be worn at all times
- An organised neat approach to work
- Ability to use own initiative, but also able to take instruction and carry out work quickly and efficiently.
- Ensure the Information Governance Policy is followed at all times
- Compliance with relevant policies and procedures from the Goodwin Group of Companies
- The duties and responsibilities in this job are not restrictive and the post holder may be required to undertake other duties which may be required from time to time. Any such duties should not, however, substantially change the general character of the post.
- Excellent prioritising skills, a flexible 'can do' approach and a willingness to work additional hours if requested.

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- Undertake other duties and responsibilities of comparable nature that may be directed from time to time by your line manager.

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General

The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility

The above duties may involve having access to information of a confidential nature, which may be covered by the Data Protection Act. Confidentiality must be maintained at all times.

The post holder must be flexible to ensure the operational needs of GDT and partnership organisations are met. This includes undertaking duties of a similar nature and responsibility as and when required.


GDT is committed to safeguarding and promoting the welfare of every child, vulnerable adult and service user and expects all staff and volunteers to share this commitment and participate in training as required. The post holder shall comply with measures that are introduced to ensure equality of opportunity and non-discrimination and will be expected to promote and follow all current Goodwin Development Trust policies and procedures.

It is GDT's policy that all staff, volunteers and trustees must undergo a Criminal Record Bureau (CRB) check prior to recruitment and every 3 years thereafter.

The Health & Safety at Work Act (1974) and other legislation places responsibilities for Health & Safety on all employees. Therefore, it is the post holder's responsibility to take reasonable care for the Health and Welfare of him/herself and other employees in accordance with legislation and GDT specific Health & Safety policies and procedures. It is the responsibility of the individual to inform the Health & Safety Department and their line manager (In Strictest Confidence) of any health related issues which could affect their work duties and require measures to be implemented to ensure the post holder can carry out their duties safely.


Where the post holder is disabled every effort will be made to supply all the necessary employment aids, equipment or adaptations to enable him/her to perform the full duties of the job. If however, a certain task proves to be unachievable then job redesign will be given full consideration.

It is the responsibility of the individual to inform the Health & Safety Department (In Strictest Confidence) of their medical history and any changes which could affect their work duties.


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Person Specification:

Technical Competencies (Experience and Knowledge) (Please also include here qualifications required to carry out the role)		Essential (E) or Desirable (D)
T1	Willingness to undertake relevant training	E
T2	Experience support young people to develop and learn	E
T3	The ability and confidence to work on own initiative with total confidentiality at all times	E
T4	Must have a flexible 'can do' approach to work and be willing to work flexible hours.	E
T5	Have the ability to work with a range of different and diverse projects across the organisation and voluntary and statutory sector.	E
T6	Knowledge of all Microsoft packages including outlook, word & excel	E
T7	The ability to work effectively as a member of a team and communicate with a range of audiences.	E
T8	An interest in hospitality functions as well as building maintenance	E
T9	Ability to problem solve	E
T10	Report/letter writing skills/minute taking experience	E
T11	A qualification in IT to at least CLAIT 1 or equivalent	D
T12	A Qualification in event planning	D

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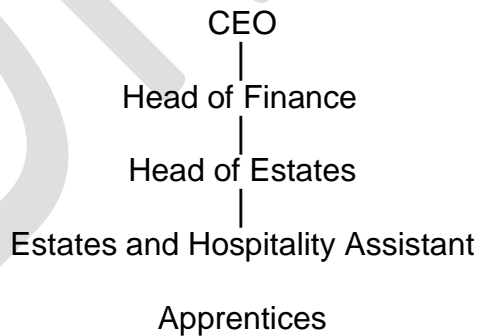
Training	Essential	Desirable	N/A
Administration & Management of Medicines			
Breastfeeding Awareness (1 hour or 18 hour)			
Case Management Training (RBL)			
Conflict Management (Managing Aggression & Violence)		X	
Customer Services Training		X	
Data Protection and Information Sharing	X		
Domestic Violence Awareness			
Domestic Violence Routine Enquiry			
Drugs & Alcohol Awareness		X	
Equality & Diversity Awareness			
Estart Training			
Explore the Impact of Child Sexual Abuse			
Explore the Impact of Neglect			
Family Star Training			
Fire Safety Awareness / Fire Marshal Training	X		
First Aid at Work (3 days)			
First Aid at Work – Emergency (1 day)			
First Aid – Paediatric			
Food Hygiene Level 2	X		
Health & Safety Awareness	X		
Health & Safety at Work Level 2			
Health & Safety at Work Level 3			
Health & Safety COSHH			
Health & Safety IOSH Directing Safety			
Health & Safety IOSH Managing Safety			
Henry Training			
Induction to Care			
Infection Control			
Internal Verifier			
ITQ Level 1 (IT Qualification)			
ITQ Level 2 (IT Qualification)			
Manual Handling		X	


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Moving and Handling (Danny's Dream)			
Medication Awareness			
Mental Capacity Act			
Mental Health First Aid			
Performance Review Training			
Reviewer Training			
Risk Assessment Training			
Safeguarding Adults			
Safeguarding Children Level 1			
Safeguarding Children Level 2			
Safeguarding Co-ordinator NSPCC			
Safer Recruiting			
Step Stools			
Supervision Training			
Systematic Practice			
Threshold Training			
Train the Trainer			
Working with Parents			

Mandatory Training Relevant to the Role (Training will be provided)

Organisational Structure



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Review Arrangements:

The details contained in this Job Description reflect the content of the job at the date it was prepared. However, it is inevitable that over time, the nature of the job may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the job description will be revised from time to time and GDT will consult with the post holder at the appropriate time.

Version No:		Version Effective Date:	
Name employee:			
Signature:		Date:	
HR Department:			
Signature:		Date:	

