

**JOB DESCRIPTION:** Part Time Facilities & Hospitality Assistant (6 month Fixed Term Contract)

**Employer:** United Christian Broadcasters Limited

**Reporting to:** Head of Facilities and Hospitality.

**Location:** Broadcast Centre, Hanchurch Lane, Stoke on Trent ST4 8RY  
Operations Centre, Westport Road, Burslem, Stoke on Trent ST6 4JF

**Hours:** 18 hours Monday to Friday  
Some flexibility may be required due to nature of the job

**Main Purpose of Job:**

The main objectives of the role are to assist the Facilities and Hospitality Team with cleaning and servicing bedrooms; cooking and preparing meals; cleaning offices; helping to create a warm, welcoming Christ centred environment for all our guests and staff. There is a degree of flexibility required to cover a number of other tasks as detailed under duties below.

**Position in Organisation:**

Reports to: Head of Facilities and Hospitality  
Works closely with Facilities and Hospitality Coordinator, other Facilities and Hospitality Assistants, Facilities Assistants, Gardener

**Key Duties and Responsibilities:**

- ☐ To act as a point of contact for any visitors; ensuring that their experience of UCB is one of Christian hospitality and care.
- ☐ Loading dishwasher and commencing cycle
- ☐ Cleaning, tidying and stocking the vending service area
- ☐ Cleaning the dining room, removing any dirty dishes
- ☐ Vacuuming and cleaning reception, toilet corridor, rear entrance, training room, chapel, Broadcast floor, offices and stairs
- ☐ Cleaning and tidying the kitchen
- ☐ Empty waste bins and remove rubbish
- ☐ Cleaning toilets, urinals and hand-basins
- ☐ Implementing a systematic thorough cleaning of ovens, fridges, freezers and cupboards; disposing of any out of date food in liaison with Hospitality Co-ordinator
- ☐ Recording of fridge/freezer temperatures
- ☐ Liaising with Hospitality Co-ordinator to assist with the hospitality of guests when required
- ☐ Assist with the preparation of meals for guests and staff functions
- ☐ To use pool cars for the purchase of catering supplies as required
- ☐ When necessary, clean all bedrooms to the required high standard, including baths, showers, toilets and urinals depending on occupancy. Replenish consumable items (eg toiletries, toilet rolls, paper towels, tissues, tea, coffee, milk & sugar)
- ☐ Clean internal windows and window panes including decorative glass panelling.
- ☐ Wash and iron laundry when required
- ☐ Spot cleaning of stains from carpets and upholstery
- ☐ To use pool cars to collect and drop off guests if requested by head of department.

**Qualifications, Knowledge, Experience and Key Skills:**

- ❑ The ability to understand and follow instructions in order to use equipment and products in a safe manner
- ❑ Proven track record in excellent customer service with the ability to deal with staff and public in a professional and helpful manner.
- ❑ Strong communications skills in order to interact with and address customer needs
- ❑ Good time management skills with the ability to multi-task
- ❑ A thorough understanding of COSHH, Manual Handling and Working at Height regulations
- ❑ Must be computer literate working confidently with Microsoft Office Suite
- ❑ Excellent attention to detail; cleaning and catering to a high standard
- ❑ Ability to prioritise and work to often tight deadlines
- ❑ Willing to learn new methods of working and how to safely use new equipment
- ❑ Ability to adapt to differing situations and work processes
- ❑ Must hold a current valid driving licence
- ❑ GCSEs English and Maths or equivalent experience.

**Person Specification:**

- ❑ The commitment to participate in daily prayer time in order to promote team unity
- ❑ Be an Ambassador of Christ and UCB delivering a distinctly Christian service to colleagues and supporters
- ❑ Be prepared to witness to the life changing message of Jesus and lead people to Christ as appropriate
- ❑ To develop ways of introducing UCBs story in a manner that is relevant and engaging
- ❑ To gather testimonies from UCB's readers, listeners and viewers, reporting on the positive impact and public benefit the Charity provides and forwarding them onto the appropriate testimony champions
- ❑ To support all of UCBs fundraising activities and events; whether in prayer and/or directly in participation, ensuring sufficient resources are available in order to maximise success
- ❑ Must be flexible with a positive can do attitude
- ❑ The ability to work as part of a team, building and maintaining professional relationships
- ❑ Must be reliable and able to demonstrate honesty and integrity.

Such other duties that are within the scope of your skills and capabilities that may from time to time be reasonably required

Dated: May 2021

This Job Description does not form part of your Contract of Employment