

JOB DESCRIPTION: Facilities & Hospitality Assistant - Fixed Term 12 months

Employer: United Christian Broadcasters Limited

Reporting to: Head of Facilities and Hospitality.

Location: Broadcast Centre, Hanchurch Lane, Hanchurch, Stoke on Trent ST4 8RY

Hours: 36.25 hours per week 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: Hospitality Team Lead

Works closely with, other Facilities and Hospitality Assistants, Handy Person, Gardener, Facilities Team Lead and Head of Facilities & Hospitality

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 all areas listed on work rota
- Cleaning and tidying the kitchen
- Empty waste bins and remove rubbish
- Cleaning of Washrooms
- Implementing a systematic thorough cleaning of ovens, fridges, freezers and cupboards; disposing of any out of date food in liaison with Hospitality Co-ordinator
- Assist the Hospitality Coordinator ensuring all records relating to Health & Safety are maintained and accessible for inspection; eg COSHH, better food better business, Fridge, and Freezer Temperatures
- Assist with the testing and logging of Fire Alarm tests
- 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 after training
- To use pool cars for the purchase of catering supplies as required
- Cleaning of our en-suite bedrooms to the required high standard.
- Clean internal windows and glass dividers between desks.
- Wash and iron laundry when required
- Spot cleaning of stains from carpets and upholstery
- 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
- ❑ Such other duties that are within the scope of your skills and capabilities that may be reasonably required

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
- ❑ Appropriate training will be given to obtain COSHH, Manual Handling and Working at Height regulations
- ❑ Able to use a computer to do emails and complete online training
- ❑ 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
- ❑ 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.
- ❑ Demonstrate outstanding attention to detail
- ❑ Good interpersonal skills

Dated: June 2024

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