Dear Applicant

**Room Steward**

Thank you for your interest in the above post. The job information pack contains the following:

* Guidance notes
* Equality & Diversity information
* Information about working for Quakers in Britain

If you would like to apply for this post, please click on the link on the website to complete the online application form. You must ensure that you address all the criteria set out in the person specification for the post. Make sure you give evidence which shows how you meet the criteria, not just telling us that you did it.

The personal information that you have supplied will only be used for recruitment and selection purposes. You should refer to the Privacy Notice on our website, which sets out how BYM will deal with the personal and sensitive data you have provided in your application form and supporting information.

We would be grateful if you could also complete the Equality and Diversity Monitoring Form. The principles of equality and diversity are important to Quakers in Britain in all aspects of its work. The information you provide will help us to monitor and refine our employment practice and respond to the needs of the diverse range of people that our organisation comes in to contact with. The personal data provided will be kept securely by HR and will not be shared with any member of the selection panel.

Please ensure that you complete your application by the closing date. We do not accept CVs as an application for posts, but you can attach your CV to the online application form if you wish.

**Closing date**: 30 May 2022

**Interviews:** 6 June 2022

**We do not send individual acknowledgement of applications due to the high volume of applications we receive, and we only contact candidates who have been shortlisted for an interview. If you do not hear from us within two weeks of the closing date, your application has not been successful on this occasion.**

Your application form and supporting details will be kept as legally required for six months in case of a dispute, and thereafter will be destroyed. Thank you for your interest in the post, we look forward to receiving your application.

**Job Description & Person Specification**

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| **JOB TITLE:**  Room Steward**GRADE:** G (3-5) **REPORTING TO**: Assistant Catering Manager **RESPONSIBLE FOR**: no staff responsibility **DEPARTMENT**: Hospitality and Facilities **DATE:** June 2020   |

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| **JOB DESCRIPTION**  |

**Job Purpose**

To prepare and set up all meeting rooms, including cleaning and catering support to both internal and external clients, and to clean public areas in the building in a warm, friendly, efficient and reliable manner that should exceed customer expectations.

**Key Accountabilities & Main Tasks**

* Clean and maintain every meeting room as directed in the room set up schedule and manuals, covering dusting, vacuuming, damp wiping of furniture, glass and woodwork, refuse collecting, stain removal and emptying cupboards requested by work schedules or Duty Supervisor.
* Prepare and set up meeting rooms to include cleaning, setting up and safety checking furniture, flip charts and stationary and placing basic AV equipment as per Friends House standards to the requirements as requested by the client.
* Clear and reset rooms on departure of equipment and furniture, including the removal of catering to allow for a quick turnaround between sessions. Clean the room to ensuring it is completely clean and set up ready for the new client, in line with the room set up schedule and client requirements.
* Other areas that require cleaning or setting up include the garden, main entrances, receptions, all corridors and stairs, lifts, courtyard, bins, fire exits and form part of the daily cleaning schedules as instructed. Cleaning of these areas could include mopping, high dusting, spotting stains, polishing brass, litter picking, sweeping and general vacuuming.
* Carrying out periodic deep cleaning of meeting spaces, including the auditorium and other rooms and offices.
* Adhere to work and H&S procedures when working in meeting rooms or in The Light.
* Keep corridors free of furniture and clutter at all times. Ensuring no Fire Exits are blocked.
* Keep the store rooms tidy and organised at all times, replenish stationary trolleys and storage spaces and ensure all cleaning equipment is returned clean and in safe working order.
* Report any shortage or damage of supplies and equipment.
* Report any building defects which are found in the course of duties.
* All identified refuse to be taken to the recycle collection point.
* Comply with all company and statutory regulations relating to health and safety, safe working practices, PPE, hygiene, cleanliness, fire and COSHH.
* Immediately cease using and report any faulty equipment to the Duty Supervisor or Manager.
* Provide high standards of personal hygiene, appearance and cleanliness at all times,
* Immediately report any incidents of accident, fire, theft, suspicious persons or belongings, loss, damage or other irregularities.
* Attend training courses and meetings as is necessary to maintain standards in the operation and assist in carrying out the job role efficiently.
* Undertake any other relevant duties as reasonably required by the Duty Supervisor or Manager (during off peak periods this could involve other duties in the department)

**Other Responsibilities**

* There are two kitchen areas and multiple service areas; the role is expected to prioritise tasks in these areas.
* The post is guided by precedent and defined organisational policies, procedures and codes of conduct. (E.g. cleaning schedules, delivery standards).
* Ensuring that BYM’s Safeguarding Policy is adhered to in all aspects of the role.
* Ensuring that Britain Yearly Meeting’s Equal Opportunities Policy is adhered to in all aspects of the role.
* Ensuring that Britain Yearly Meeting’s Health & Safety Policy is adhered to at all times.
* Ensuring that Britain Yearly Meeting’s commitment to sustainability is adhered to in all aspects of the role.
* Ensuring that Britain Yearly Meeting’s Staff handbook is adhered to at all times.

**Use of Resources**

* Operational responsibility for the set up and down and delivery of the customer service function of the meeting rooms.

**Communications**

**Internal**: 70% **External**: 30%

Direct contact with staff at all levels of the organisation, the majority of which is with other members of the hospitality and facilities team. This role involves a great deal of teamwork and coordination between different divisions of the Hospitality operation.

This role involves contact with customers, you will be showing them to their rooms.

**Working Conditions**

The role involves prolonged periods of standing on your feet, moving of equipment / furniture, manual handling of chair stacks and boxes, working with PC’s and other electrical appliances.

The role has interaction with a high volume of people from a variety of backgrounds within short periods of time and have varying needs. Some customers can have difficult requests and be very demanding.

The role is required to wear a uniform as provided/ specified in the work schedule, which makes the role visible to building users. This may result in being asked questions that are not directly linked to the actual role, so initiative is required to redirect as appropriate.

Due to the nature of the hospitality operation the role sometimes requires lone working and without supervision.

**Working Patterns**

Certain tasks can be allocated to specific individuals or pairs as set out in the Work schedule, but remains interchangeable during any five working days out of seven typically from 0700 to 2300, as directed by the rota, including BYM event/weekend.

The nature of the hospitality operation means differing shift patterns may occur typically between the hours of 0700 and 2300 Monday to Sunday, totalling the contracted working hours. Overtime hours may be asked but not presumed.

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| **PERSON SPECIFICATION**  |

**Essential Skills & Knowledge**

* High level of attention to detail, working swiftly, efficiently and accurately under pressure, with the ability to plan ahead.
* Competent in handling electrical appliances and basic Audio-Visual equipment.
* Demonstrable ability to work as a team player.
* Demonstrable ability to work unsupervised under own initiative.
* Strongly customer focused.
* Competent in making operational decisions on a daily basis.
* Ability to follow directions and work schedules and to pick up new skills.
* Knowledge of and sympathy with Quaker values.
* Ability to communicate in spoken and written English.

**Desirable Skills & Knowledge**

* Audio Visual basic knowledge and experience.

**Essential Experience**

* Experience in manual handling or setting up meeting spaces.
* Communication with people face to face in a customer service environment.

**Essential Training & Qualifications**

* Previous records of Manual Handling, COSSH, Health and Safety training.

**Desirable Training & Qualifications**

* Formal customer service training including dealing with difficult customers.

**Competencies**

The postholder is expected to demonstrate Quaker Values, Hospitality Commitments and the following Hospitality & Facilities competencies:

**Team Work: *Works effectively with others and builds positive relationships***

* Coordinates well with others.
* Is visible and approachable.
* Treats everyone fairly and equally.
* Is open and honest.
* Is helpful, respectful and friendly.

**Planning & Organising*: Organises and delivers tasks in a decisive and timely manner***

* Completes set tasks on time.
* Works quickly and accurately to complete tasks.
* Understands how long things take.
* Takes ownership of tasks.
* Is ready to help and start on time.

**Working responsibly: *Uses resources (people, technology, finance, supplies and equipment) responsibly ethically, delivering to internal processes and standards***

* Reports damage, shortage or excess of resources.
* Uses eco-friendly products, as available.
* Understands and follows internal processes for the job role.
* Attends training and meetings to maintain standards.
* Knows how to access technology.

**Customer focus: *Understands customer needs and builds effective customer relationships***

* Professional, friendly and welcoming.
* Listens to the customer.
* Responds to customer requests.
* Assists customers in a positive manner.
* Willingly offers help and redirects customers as appropriate.

**Guidance Notes**

**PLEASE READ THESE NOTES BEFORE COMPLETING THE APPLICATION FORM**

These notes have been designed to assist you by providing information about BYM’s recruitment process.

**Preparation**

You should spend some time reviewing your skills, achievements and experience, identifying those that are relevant to the job.

**Making your Application - Job Details**

You should read the job description, person specification, advert and any background information so you know what the job involves. Think about why you are interested working for the Religious Society of Friends (Quakers in Britain), the post and how your knowledge, skills and experience (paid or non-paid) would enable you to be effective in the role.

**Supporting Statement**

You should write a supporting statement setting out the reasons why you think you are suitable for the post. **You must address each item on the person specification.** You should highlight the experience, skills, achievements that you would bring to the post including, those that you have gained through previous employment, voluntary work or any other relevant experience.

**Accuracy of Information**

The information that you provide to the Religious Society of Friends, both on your application form and at interview must be accurate. If we discover that any information provided is inaccurate, an offer of employment may be withdrawn. Where an appointment has been made, we may take disciplinary action up to and including dismissal.

**Data Protection**

You should be aware that information contained in or derived from your application may be retained in both manual and computerised form for the purpose of recruitment administration, the production of depersonalised statistical data relevant to recruitment or equality issues and on appointment, personnel, payroll and pensions administration.

If your application is unsuccessful your application form will be retained for a maximum period of six-months. We will not share your information with any other organisation unless required to do so by law.

**Equality & Diversity**

**QUAKER FAITH & PRACTICE 23.36**

*'At the Centre of Friends’ religious experience is the repeatedly and consistently expressed belief in the fundamental equality of all members of the human race. Our common humanity transcends our differences...We aspire not to say or to do anything or condone any statements or actions which imply lack of respect for the humanity of any person.' (Meeting for Sufferings, 1988)*

The Religious Society of Friends (Quakers) is committed to equality. In order to monitor our commitment to equality we ask applicants for posts to complete our equality monitoring form. The information provided is treated in the strictest confidence and is detached prior to shortlisting. The forms are retained by HR and the panel do not have sight of them.

**Appointment Process**

After the closing date has passed, the recruiting manager and the interview panel will shortlist applicants who have demonstrated that they meet the essential criteria set out in the person specification. Only candidates shortlisted are invited for interview. **If you do not hear from us within two weeks of the closing date, your application has been unsuccessful.**

Normally applications received after the closing date are not considered

**Interview**

If you are shortlisted for interview, you will be invited to a selection process. A panel of two or more, including the recruiting manager conducts all interviews. If there are any special arrangements associated with the selection process e.g. tests or presentations, you will be informed accordingly.

**Disability**

If you are an applicant with a disability and have any specific needs or adjustments that you would like us to make, please contact the People Team at quakeremploy@quaker.org.uk.

**Interview Outcome**

If you are invited to attend an interview/and or selection process you will be informed either verbally or in writing of the outcome. The successful candidate will have the decision confirmed in writing as an offer of employment. Unsuccessful candidates will be offered the opportunity for feedback.

**References**

When completing your application, you are asked to provide us with the details of three referees, one of which must be from your most recent employer. If you are a student, one of your referees should be from a tutor. We only contact referees with your permission after an offer of employment has been made.

All offers of employment are conditional upon the receipt of references that are satisfactory to BYM, verification of right to work in the UK, medical health clearance, and where applicable, verification of qualifications and Disclosure and Barring Service (where required).

**Right to Work in the UK**

Under Immigration Act 2014, employers must ensure that any prospective employee is legally entitled to live and work in the UK. If you are offered employment by the Religious Society of Friends (Quakers) you will be required to produce an official document confirming that you are entitled to live and work in the UK, e.g. passport; full birth certificate and official document confirming your name and national insurance number; or a passport/travel document/letter from the Home Office.

**Queries**

If you require further information or wish to raise any matters with regard the appointment process, please contact the People Team at quakeremploy@quaker.org.uk.

**Complaints**

Applicants for posts within the Religious Society of Friends (Quakers) have the right to complain if they feel they have been unfairly treated or discriminated against during the recruitment process. If you feel that this is the case you should contact Patrick Goh, Head of People Operations by email: patrickg@quaker.org.uk

**Working for Quakers in Britain**

**About Quakers**

The Religious Society of Friends (Quakers) is a radical faith group with its roots in Christianity. It emerged in the mid- 17th century as a group with no separate priesthood, and with a form of worship based in silence. Quakers have been committed to peace, equality, simplicity and integrity throughout history and are known for work to bring about social change over the years, such as on the abolition of the slave trade, the relief of suffering in wartime, improving living conditions for factory workers and the introduction of same-sex marriage. You can read more about the story of Quakers at [www.quaker.org.uk/intro-quakers](http://www.quaker.org.uk/intro-quakers).

**About Britain Yearly Meeting**

Britain Yearly Meeting (BYM) is the national umbrella organisation for Quaker meetings in Britain. We provide events and support services to nearly 500 local Quaker meetings across Britain, carry out peace, sustainability & social justice work on their behalf, and work to raise public awareness of Quakerism.

All Quakers in Britain are invited to come together at Yearly Meeting (the annual sessions of Britain Yearly Meeting), which meets to explore, through worship, the issues of concern to British Quakers, and to guide the work of the national charity.

We are a registered charity with an annual turnover of around £12m, and assets of over £77m. Responsibility for the charity lies with the fifteen Trustees of Britain Yearly Meeting, appointed from among the Quaker community.

BYM has around 150 staff, many based at Friends House in Euston, with an increasing number working nearer their homes across the country. We are expanding our team of local development workers who work with groups of Quaker communities across Britain.