

Job Description: Hospitality Support Worker

Accountable to: Head of Hospitality and Facilities

Location: Corrymeela Centre, Ballycastle

Introduction

The Corrymeela Community is an Ecumenical Christian Community committed to the work of reconciliation both locally and internationally. In 1965, the Reverend Ray Davey and a group of students from Queens University established a residential centre in Ballycastle where people of all faiths, political opinions and backgrounds could come together to meet and learn from each other. When the Troubles broke out, Corrymeela responded by offering respite in the new Centre for all kinds and conditions of people, eventually developing programmes and a network of Community members throughout Northern Ireland.

The Community now has a membership of over 160 people and a global network of 5000 Friends. Many of the Corrymeela Community members continue to have significant involvement in the work of the Ballycastle centre, along with living out the Corrymeela ethos in their day-to-day lives. Corrymeela also employs approximately 30 staff and engages over 50 volunteers from across the globe on an annual basis. Their role is to offer hospitality and support programmes of respite, encounter, dialogue and reflective learning to the over 4,000 visitors that come through the Centre each year.

The Corrymeela Community's mission is to 'transform division through human encounter'. In order to deliver this mission, the organisation has identified four key programme areas to prioritise over the next three years:

- Sectarianism
- Marginalisation
- Legacies of Conflict
- Public Theology

At the core of our programme is the commitment to work for reconciliation and social justice. Whilst a main thrust of our work remains focused on programmes at the Ballycastle centre, we are also actively engaged in a wide range for community-based programmes across the education, youth, community and faith based sectors throughout Northern Ireland, the UK, and other international locations.

For more information on the work of Corrymeela visit www.corrymeela.org

Overall Purpose

The Cover role is ever-present at the centre aiding the smooth running of hospitality and group programmes. As a busy 24 hour residential centre, Corrymeela has a duty of care through good working practices to provide its Cover team with a consistent staff member as point of contact specifically during weekends and busy transitions. This person will coordinate the weekly Cover rota and assist the team through the weekend to deal with issues regarding security, maintenance, housekeeping, administrative tasks, and deal with any unexpected incidents such as ad hoc arrivals, fire alarms and first aid. The post-holder therefore will be residential on site throughout the working weekend period.

Key Tasks:

Training

- Review and develop the cover support manual and bring updates and amendments to HHF for approval.
- Design, deliver, record and review training and support for all those carrying out Cover duties at the centre in conjunction with HHF.
- Train and support volunteers in the duties associated with the hospitality role.

Support/Supervision

- Provide support and stability within the centre during busy midweeks or weekend transition periods.
- Support and oversee the tasking of hospitality volunteers.
- Manage the volunteers and Centre Support team to provide cover at the Centre, chair meetings, organise schedules and provide support and assistance as required.
- Ensure the safety and security of all buildings and grounds on site during hours of work and on call. This will include a full site lock up at midnight, welcoming guests who may arrive or return to site after this time, and holding keys.
- Liaise between Cover and the Designated Safety Officer (senior staff member) to ensure that all incidents are dealt with and reported in an appropriate manner in accordance with government legislation and Corrymeela Policy.
- As a Designated Safeguarding Officer ensure all incidents are dealt with and reported in the appropriate manner in accordance with our safeguarding policy and procedures.
- Oversee fire evacuation during shifts and when on call.
- Ensure the general cleanliness and the welcoming appearance of the centre is maintained including overseeing the post residential clean up and unit preparations with the volunteers and in partnership with the housekeeping team.
- Ensure gaps in the rota are filled when shifts are not attended by stepping into the role and utilising the support team, adhering to rest breaks and working time regulations as appropriate.

Administration/Evaluation

- Periodically review the Cover role description with the approval of HHF.
- Oversee and coordinate the weekly Cover rota at the centre drawing on volunteers, community members and Corrymeela staff.
- Carry out administrative tasks as required.

Any other reasonable duties as requested by the Head of Hospitality and Facilities.

This job description will be subject to review in the light of changing circumstances and is not intended to be rigid and definitive, but should be regarded as providing guidelines within which the individual works. Other duties of a similar nature and appropriate to the grade may be assigned from time to time.

Work Pattern

Working hours to be agreed with line manager; a flexible working pattern over a 37 ½ hour week is required based on centre needs. This post also requires the post holder to sleep-in at the Centre and to be available to support people during the night if required. Accommodation and meals will be provided. Any periods spent awake and responding to calls should be noted and reported to your line manager. These call out hours should be taken as per our Time Off In Lieu (TOIL) Policy and in agreement with your line manager.

Flexible Work Patterns

It is the nature of the work of Corrymeela that tasks and responsibilities are unpredictable and varied. All staff are required to work in a flexible way to meet the needs of the organisation.

Statement on Confidentiality

It is in the nature of the work of Corrymeela that staff become aware of information that will be sensitive and/or confidential. It is crucial that this information is maintained in strictest confidence, within the context of Corrymeela's policies and procedures, and that failure to do so will be viewed as gross misconduct and will be subject to the appropriate level of the disciplinary procedures.

Safeguarding Policy

We require all staff and volunteers to work according to Corrymeela's Safeguarding Policy.

Where appropriate, offers of employment are subject to a check by AccessNI. A copy of the AccessNI Code of Practice is available on request.

Employment of Ex-offenders

Corrymeela has a policy on the recruitment of ex-offenders. A criminal record will not necessarily debar anyone from being offered employment.

General Responsibilities

- Members of staff are expected at all times to provide the appropriate service and to treat those with whom they come into contact in a courteous and respectful manner.
- All staff must comply with the Corrymeela Community No Smoking Policy on Corrymeela premises and also while on duty for the charity.
- All duties are carried out in compliance with Corrymeela's Health and Safety Policy and Statutory requirements
- The Corrymeela Community is an Equal Opportunities Employer. You are required to adhere to Corrymeela's Equal Opportunities Policy throughout the course of employment.
- To ensure the ongoing confidence of the public in the staff of Corrymeela Community, staff must ensure they maintain the high standards of personal accountability.

Further Information

Further information regarding entitlements and staff policies will be found in a comprehensive staff handbook, presented to staff upon commencement of employment.