

Information for Accommodation team – reception and housekeeping (2021)

Please note: applicants may apply for either role, or can apply to work a combined role including both responsibilities.

Introduction

Based in Cirencester for over 40 years, New Brewery Arts is one of the most significant organisations supporting craft in the UK. Through studio provision and work opportunities we support more than 500 craftspeople, designers and makers every year. We create ways for people to take their own journeys with craft and creativity through exhibitions, classes and workshops, studio visits, and appreciating craft through buying and collecting. More than 200,000 visit us every year, and 85% of our audience feel more enthusiastic about craft after their visit.

Opened in 2015, The Barrel Store breaks the mould of what you'd expect from a hostel. We are spotlessly clean, environmentally friendly, support our local community and contribute to New Brewery Arts' charity activities with every booking. We have 14 rooms sleeping 43 people. The accommodation provides budget accommodation for tourists, families and business travellers alike. We partner with YHA (Youth Hostel Association) and online accommodation sites to ensure a high level of bookings.

Our purpose

New Brewery Arts connects people with the handmade, promotes the joy and fulfilment of making and celebrates the role of craft and creativity in all our lives.

The Barrel Store breaks the mould of what you'd expect from a hostel, provides great service in order to support New Brewery Arts, and does good for the wider community.

Reception

MAIN ROLES AND RESPONSIBILITIES OF THE POST

Key objectives:

To be a friendly, welcoming host to guests

Continually exceed guest expectations.

To deliver the efficient and effective operation of The Barrel Store

Key duties:

Staffing the reception desk in the evenings to welcome guests and check them in

Working with housekeeping staff to ensure rooms are prepared and ready for arrivals

Assisting with taking bookings via email, phone and using online platforms (training given)

Other duties:

Overseeing regular building care such as assisting with fire alarm testing/evacuation drills/emergency lighting test/fire equipment servicing

Using own initiative to identify areas that require improvement or "fixes" that can be made or are needed.

Willingness to complete all training required
Ensure all appropriate regulations are adhered to

Reception

PERSON SPECIFICATION

Personal Qualities (essential):

Friendly and confident demeanour
Sense of responsibility to The Barrel Store ethos and to that of the organisation
Reliable working approach
Fantastic customer service skills
Ability to communicate clearly
Efficient and an eye for detail with admin tasks
Confident in using IT systems

Experience (desirable):

Working in a hotel or accommodation environment

Housekeeping

MAIN ROLES AND RESPONSIBILITIES OF THE POST

Key objectives:

Responsible for ensuring the property is clean and prepared for guests following The Barrel Store's Room Standards guidelines.
Continually exceed guest expectations.
To deliver the efficient and effective operation of The Barrel Store

Key duties:

Cleaning rooms, changing beds and ensuring bedrooms and communal areas are kept clean, tidy and ready for the day's arrivals.
Working with reception staff to ensure rooms are prepared and ready for arrivals
Manage weekly order of fresh linen – including overseeing delivery and collection of linens.
Reporting any room damage or breakages to management and ensuring room problems are repaired/resolved effectively.

Other duties:

Overseeing regular building care such as assisting with fire alarm testing/evacuation drills/emergency lighting test/fire equipment servicing
Using own initiative to identify areas that require improvement or "fixes" that can be made or are needed.
Willingness to complete all training required
Ensure all appropriate regulations are adhered to

Housekeeper

PERSON SPECIFICATION

Personal Qualities (essential):

Strong self-management - able to manage your own duties
Ability to work independently

Sense of responsibility to The Barrel Store ethos and to that of the organisation
 Reliable working approach
 Hardworking and focussed
 Ability to communicate clearly with team
 'Houseproud' with high standards of cleanliness
 Comfortable and professional working around the public

Experience (desirable):

Working in a hotel or accommodation environment or similar cleaning role

Summary

	Reception	Housekeeping
Core Hours	4 – 10pm daily	11 am – 3pm daily
Hours available	From Zero hours to full-time available – to discuss	From Zero hours to full-time available – to discuss
Pay	£9.50 per hour	£9.50 per hour
Work pattern	Monthly timesheet agreed in advance. Some late notice working may be required due to the nature of the business.	Monthly timesheet agreed in advance. Some late notice working may be required due to the nature of the business.
Training given	All training given – in particular: <ul style="list-style-type: none"> • YHA training • Health and safety • Fire and first aid • Building supervision • IT and booking systems 	All training given
Financial responsibility	Managing booking payments using card and cash payments.	None
Other responsibilities	Key holder	Key holder
Stock management	Maintain adequate stock levels of disposables	Maintain adequate stock levels of disposables
Responsible to	CEO / Commercial Services Manager	CEO / Commercial Services Manager