University of Edinburgh

Job Description 020G 4 staff

1. Job Details

Job title: Housekeeping Team Member
School/Support Department: Corporate Services Group
Unit (if applicable): Centre for Sport and Exercise (Firbush)
Line manager: Warden (or senior member of staff on duty)

2. Job Purpose

To provide domestic services for residential guests and visitors at Firbush Point Field Centre, including conference dinners, special events, and servicing corporate clients.

3. Main Responsibilities

<table>
<thead>
<tr>
<th>Approx. % of time</th>
<th>1. As a member of a self-managed team, organize all Housekeeping functions on a rotating basis to ensure the best possible hospitality for Firbush's residents and guests, year round.</th>
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</thead>
<tbody>
<tr>
<td>15%</td>
<td>2. Prepare and serve food (including special dietary requirements) for up to 44 guests, including special functions and conferences.</td>
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<tr>
<td>50%</td>
<td>3. On a rotating basis, plan menus and order food supplies within set budgetary parameters to provide high quality, plentiful and cost effective fayre to residents and visitors.</td>
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<tr>
<td>10%</td>
<td>4. Responsible for ensuring food hygiene (handling, preparation and storage) and cleaning regimens (kitchen, bedrooms, social spaces, corridors and washroom areas) are maintained to statutory levels, and promote optimal comfort of residents and guests.</td>
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<tr>
<td>10%</td>
<td>5. Manage laundry room and purchase and storage of cleaning materials.</td>
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<tr>
<td>10%</td>
<td>6. Respond to customer demands in the residential setting to provide the highest level of customer satisfaction.</td>
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4. Planning and Organising

- Planning menus and ordering food, within set budgetary allowances, on a daily/weekly basis.
- Preparation of staff work rotas on a daily/weekly/monthly basis to support bookings and special events.
- Organise food hygiene hazard analyses and ensure daily/weekly/monthly housekeeping duties are enacted, incorporating new practices and/or policies as required.

5. Problem Solving

- Deal with any staffing allocations, supply shortages and service requirements.
- Accommodate special dietary requirements, and last minute changes to occupancy lists.
- Delivering high quality domestic services to a strict timetable, set budgets and exacting customer expectations.

6. Decision Making

- Organise the Team's time to fulfil catering and cleaning requirements.
- Make changes to menus as required by supply or other problems.
• Prioritise work schedule during 7 day per week operations to meet seasonal fluctuations and high/low demand periods.

7. Key Contacts/Relationships
Contact with university staff and students, sports union clubs and societies, overseas students, national governing bodies (AALA, RYA, BCU, MLTB); Estates and Buildings, local suppliers, corporate clients, local business, community and general public

8. Knowledge, Skills and Experience Needed for the Job
• 5 years catering and hospitality experience
• Trained in food hygiene and Hazard Analysis
• Well-developed diplomacy and customer care abilities.
• Good communication skills and able to use initiative.
• Aware of health and safety issues, with an understanding of “late back” procedures for groups working away from the centre.
• Honest, trustworthy and polite.
• Ability to work collaboratively as a member of a small team.
• Flexible and adaptable.

9. Dimensions
Catering for up to 45 residents at any one time; sharing management duties with 3 others on a rotating basis; working to a catering budget of c £30k per year; 7 day a week operation; remote rural location with limited access to suppliers; small and hugely inter-dependant staffing complement.

10. Job Context and any other relevant information
Firbush is a very busy year round residential Outdoor Centre with an excellent reputation (and expectation). Its isolation from Edinburgh (80 miles) requires a much greater level of self-sufficiency. It’s a challenging workplace with a demanding clientele; and long and unsocial hours are required during the busy summer months.