

# **THE WREKIN HOUSING TRUST**

## **JOB DESCRIPTION**

### **HOSPITALITY APPRENTICE**

This is a broad outline of what is expected of the post holder.

**RESPONSIBLE TO:      DESIGNATED MANAGER**

#### **KEY OBJECTIVES :**

- To assist with the service provision, working as part of a team to carry out routine tasks within the ShireLiving Schemes
- To promote a positive, friendly and understanding attitude towards customers and other colleagues and to ensure that effective communication is maintained in order to achieve consistency with the high levels of performance, efficiency and quality expected of employees

#### **KEY RESPONSIBILITIES:**

- Assist with the setting up of the conference and meeting rooms as and when required, including layout changes, IT requirements, stationary requirements and refreshments
- Assisting the Event Co-ordinator with planning and assisting events and activities for residents and the wider community
- Assist with the service and provision of all areas within the Scheme
- Carry out any other duties as determined by the relevant manager as reasonable required
- To complete all relevant training and qualifications as required by the regulations and in accordance with the role of an apprentice
- Carry out basic office administration duties
- Working to establish customer needs, providing advice and assistance and referring to others where necessary

- To ensure that you are complying with all aspects of Health & Safety relating to your work area
- To positively promote the best interests of The Wrekin Housing Trust at all times
- To deal with customers and colleagues in a professional manner, dealing sensitively with all situations
- Understand legislative responsibilities relating to the service requirements

**TRAINEE ROLE:**

- This position is intended to develop the post holder, enabling them to gain the experience and skills in general Hospitality services
- Areas covered include food and beverage service, customer care, product knowledge, business finance, classical training, barista skills, food safety, legislation, menu knowledge and design, customer care and developing skills for employment

**GENERAL RESPONSIBILITIES:**

- To assist the Trust in striving to meet its mission and help foster a culture of continuous improvement
- To comply with the Trust's Standing Orders, Standards of Probity relating to the Trust's charitable status
- To uphold, as an individual, the Trust's Corporate Policies in particular in the area of:
  - Health & Safety
  - Equal opportunities and BME policies
- To take responsibility for personal development, sharing knowledge and skills and learning from others
- To strive towards the delivery of excellent tenant and customer service, offering commitment, interest, positivity and enthusiasm in serving customers and resolving issues

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### **PERSON SPECIFICATION**

#### **HOSPITALITY APPRENTICE**

#### **QUALIFICATIONS:**

- GCSEs (Grade A-C) or equivalent including English Language and Mathematics would be highly desirable

#### **EXPERIENCE**

- Experience in a hospitality environment would be an advantage
- An understanding of the hospitality industry is essential

#### **SKILLS AND KNOWLEDGE:**

The post holder:

- Committed to learning and developing new skills
- Use own initiative and have confidence to determine the service requirements and customers needs
- Be able to recognise how customers have different needs
- Flexible approach to work, understanding how discipline and approach to work e.g time keeping, attendance and conduct all have an impact on the service and the organisation
- Must be able to communicate effectively via telephone, e-mail and Internet, understand appropriate methods of communication that are suitable for individual needs
- Use Clear and engaging communication to establish good working relationships with customers and colleagues
- Must be able to recognise and adopt the values associated with good customer care and understand the importance of meeting/ exceeding customers' expectations

- Receive and deal with customer feedback to support and improve the service
- Must be able to work effectively as a team member, supporting, influencing and encouraging others and promoting the effectiveness of the team
- Understand how to work with people from a diverse range of backgrounds and cultures
- Must have, or quickly gain, a broad understanding of all related service areas within the organisation in order to contribute to the organisation's commitment to continuous improvement
- Must have, or quickly gain, a thorough understanding of all relevant Health & Safety at work procedures to ensure the safety and well-being of self and colleagues

**PERSONAL QUALITIES AND COMMITMENT:**

- Show commitment to team work and the organisation
- Have tact and courtesy
- Be motivated and forward thinking
- Be flexible
- Be able to work under pressure
- Have the ability to organise and prioritise
- Have empathy, honesty and integrity with the social aims of the organisation
- Have good customer care skills
- Be willing to undertake duties assigned
- Be thoroughly professional at all times when dealing with customers irrespective of their attitude or circumstances

- Be able to question effectively in order to determine the full details of a problem or issue facing a customer and to accurately record details of such issues
- Have the drive and determination to continuously improve yourself, and contribute to the improvement of the team, to ensure high quality outputs are delivered
- Be flexible to change in order that continuous improvement can be achieved
- To maintain confidentiality on both employee and tenant-related issues
- To promote the aims of the organisation and to represent the organisation in a positive manner at all times