

**Job Description**

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| Job Title | Community Facilities Host | |
| Name of Post Holder: | TBA | Signed: |
| Responsible to | Estates Manager | |
| Establishment/  location | Wood Green School, Witney, OX28 1DX | |
| Review date of  Job Description | 04/10/24 | |
| Grade/salary | Grade 6 (£15.45 - £16.75 per hour) | |
| Hours/working time | Casual Part-time, 6 hours p/w minimum, with an opportunity to work more on a rotation. Weekend work only. May be ad-hoc additional hours during weekday evenings for events such as prom or meetings. Hours can be negotiated. | |
| Purpose of Post | As a Community Facilities Host, you will be at the heart and soul of our vibrant weekend community, playing a key role in delivering an exceptional experience for a wide variety of customers.  Wood Green School has a fantastic weekend community. From music and art schools to martial arts, hockey and football clubs, we are proud to serve a diverse range of customers by offering accessible and affordable facilities. It’s a great exchange and one that brings vital revenue back into our school.  About the role:   * **Engage with Visitors:** Be the friendly face that welcomes groups such as our Community Gardening Club, or charities such as Wheels for All. Build further positive relationships with all site attendees, giving our school the best representation possible. * **Launching and Developing the Café:** Help establish our new café as the centrepiece of the weekend experience by serving and preparing food for our visitors. Be a part of the journey to build the offering and welcome more site attendees. * **Supporting Evening Events:** Potential for assisting with occasional school events such as the prom, ensuring smooth operations and memorable experiences for all attendees. * **Driving Growth and Innovation:** Contribute your ideas to improve services, attract new visitors, and enhance the community’s experience. | |
| Main Duties and Responsibilities | **Welcoming Guests and Hosting**   * Serve as the primary point of contact for all visitors during weekends. * Greet new bookers on arrival, ensuring they feel welcome and valued. * Proactively helping customers, ensuring adequate support is available, such as enquiries, cleanliness or reporting maintenance faults.   **Café Operations**   * Serve from the on-site café, offering drinks and snacks to customers. * Assist with associated café duties, such as restocking items, maintaining cleanliness, and handling customer inquiries. * Accurately handle payments, primarily card transactions, ensuring all money is managed and accounted for correctly. * Provide attentive and professional table service, delivering beverages to customers seated in designated areas. * Upselling products to improve customer experience and increase revenue generation.   **Serving Pre-prepared Food for Sports ‘Teas’**   * Portioning pre-prepared food, and basic cooking via ovens, ensuring that all food safety standards are maintained. * Prepare food on time from the restaurant, enabling teams to self-serve after games.   **Facility Cleanliness & Presentation**   * Ensure all lettings areas (e.g., halls, sports areas, meeting rooms) are clean, tidy, and presentable for customer use. For example, periodic litter picking or emptying bins. * Monitor the condition of these spaces throughout the day and perform light cleaning tasks as necessary. * Spot check toilets and top up consumables as necessary.   **Building Access & Security**   * Designated Wood Green School key holder. * Open and close the school site on time for weekend lettings and carry out key duties in line with this process. * Manage the security system, ensuring it is deactivated when needed and reactivated once the premises have been vacated.   **Ad-hoc Meetings & Events**   * Help support larger events that can bring important revenue into the school, these will be communicated and scheduled in advance. * On occasion, there may be a need to attend online or in-person meetings with the Community Letting Committee.   Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.  Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description. | |

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| Health and Safety | * To have due regard for health and safety in the workplace * To be familiar with, and adhere to, relevant parts of the school’s Health and Safety Policy * Co-operate with health and safety requirements * Report all known defects * Use, but do not misuse anything provided for your health, safety and welfare * Do not undertake unsafe acts * Inform Head of Establishment of any ‘Near-Misses’ * Be familiar with the emergency action plans for fire, first aid and security issues * Undertake specific designated duties regarding emergency evacuation * Raise health and safety and environmental issues with students |
| Child Protection | * Wood Green School is committed to safeguarding and promoting the health, safety and welfare of children, young people and vulnerable adults. * Staff and volunteers are expected to share this commitment for whom they are responsible or with whom they come into contact in the course of their duties. * All successful candidates will be subject to DBS checks along with other relevant employment checks |

**Person Specification**

**Community Facilities Host**

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| **Criteria** | **Essential** | **Desirable** |
| Education and Qualifications | * Basic education (GCSE or equivalent) * Basic food hygiene certification (Or willing to attain) | * Qualification in hospitality, customer service, or event management. |
| Knowledge and Experience | * Experience in customer service, hospitality, or similar role. * Knowledge of food service standards and basic hygiene. | * Experience working in a community setting or with diverse customer groups. * Experienced handling cash and card payments. * Knowledge of health and safety procedures in facilities setting. |
| Skills and Ability | * Strong communication and interpersonal skills. * Ability to work independently and manage time effectively. * High level of attention to detail in cleanliness and presentation. * Ability to handle customer feedback positively. | * Ability to use point-of-sale system (cash registers, card readers) * Basic IT skills (for handling bookings or communication) |
| Personal Characteristics | * Friendly, welcoming, and approachable personality. * A proactive attitude towards helping others. * Reliability and a strong sense of responsibility. * Flexibility to work weekends, and an occasional evening. | * A ‘Get-up-and-go’ attitude, with a willingness to be involved in ideas to improve footfall and help build up revenue over time. |