Dear Applicant,

**Room Stewards 2 Positions**

Thank you for your interest in the above post.

The job information pack contains the following information:

* The job description and person specification
* Standard application form
* Background information
* Equality opportunities statement

If you would like to apply for the post, please download, complete and return the application form. You must ensure that you address all the criteria set out in the person specification for the post.

The personal information that you have supplied will only be used for recruitment and selection purposes. You should refer to the Privacy Notice on our website, which sets out how BYM will deal with the personal and sensitive data you have provided in your application form and supporting information.

We would be grateful if you could also complete the Equality and Diversity Monitoring Form. The principles of equality and diversity are important to Quakers in Britain in all aspects of its work. The information you provide will help us to monitor and refine our employment practice and respond to the needs of the diverse range of people that our organisation comes in to contact with. The personal data provided will be kept securely by HR and will not be shared with any member of the selection panel.

You should email your CV [quakeremploy@quaker.org.uk](mailto:quakeremploy@quaker.org.uk) The closing date for receipt of application is **21 November 2018. Interviews will be held on 30 November 2018**.

We do not send individual acknowledgement of applications due to the high volume of applications we receive, and we only contact candidates who have been shortlisted for an interview. If you do not hear from us within two weeks of the closing date, your application has not been successful on this occasion. Your application form and supporting details will be kept as legally required for six months in case of a dispute, and thereafter will be destroyed.

Thank you for your interest in the post, we look forward to receiving your application.

**Job Description**

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| **JOB TITLE:** Room Steward  **REPORTING TO**: Facilities Operations Manager  **RESPONSIBLE FOR**: No responsibility for staff  **DEPARTMENT**: Hospitality and Facilities Department  **DATE**: September 2018 |

**Job Purpose**

To prepare and set up all meeting rooms, including cleaning and catering support to both internal and external clients, and to clean public areas in the building in a warm, friendly, efficient and reliable manner that should exceed customer expectations.

**Key Accountabilities & Main Tasks**:

* Clean and maintain every meeting room and The Light as directed in the room set up schedule, covering dusting, vacuuming, damp wiping of furniture, glass and woodwork, refuse collecting and stain removal.
* Prepare and set up meeting rooms and The Light to include cleaning, setting up furniture, moving seating wagons and catering, conference cloths, flip charts, comment cards and writing materials as per Friends House standards to the requirements as requested by the client.
* Make clients on arrival aware of your function and be clearly and visibly available to support all meetings.
* Clear and reset rooms on departure of equipment and furniture, including the removal and relaying of catering to allow for a quick turnaround between sessions. Clean the room to ensuring it is completely clean and set up ready for the new client, in line with the room set up schedule and client requirements.
* Assist when required in bringing down any used catering to the servery area. Remove all dirty items and restack any clean items including crockery; cutlery; glassware; foodstuff or soiled linen from trolleys to designated area / bins, leaving the dirty items in an orderly fashion for the Kitchen porter (KPs) to clean.
* On the occasions when there is no Kitchen Porter on duty, all food waste brought down should be bagged and binned, coffee flasks and water bottles emptied, dirty crockery, cutlery and glassware placed in the dishwasher, all prep surfaces wiped down with a sanitizer and the servery floor swept and mopped.
* Other areas that require cleaning include the garden, main entrances, reception, all corridors and stairs, lifts, courtyard, bins, fire exits, café, business centre, bookshop, library, all toilets and all offices/ staff kitchens, and form part of the daily cleaning schedules as instructed. Cleaning of these areas could include mopping, high dusting, spotting stains, polishing brass, litter picking, sweeping and general vacuuming.
* Follow the working schedules of all areas, which are to be cleaned in the course of daily duties and for periodic cleaning, efficiently and swiftly to the required standards.
* Keep corridors free of furniture and clutter at all times. Ensuring no Fire Exits are blocked
* Keep the store-rooms tidy and organised at all times and ensure all cleaning equipment is returned clean and in safe working order.
* Report any shortage or damage of supplies and equipment.
* Report any building defects, which are found in the course of duties.
* All identified refuse to be taken to the recycle collection point.
* Comply with all company and statutory regulations relating to health and safety, safe working practices, PPE, hygiene, cleanliness, fire and COSHH.
* Immediately cease using and report any faulty equipment to the Duty Manager,
* Provide high standards of personal hygiene, appearance and cleanliness at all times,
* Immediately report any incidents of accident, fire, theft, suspicious persons or belongings, loss, damage or other irregularities.
* Attend training courses and meetings as is necessary to maintain standards in the operation and assist in carrying out the job role efficiently.
* Undertake any other relevant duties as reasonably required by the Housekeeping or Duty Manager (during off peak periods this could involve other duties in the department)

**2. Intellectual Demands**

* The post holder is required to provide a high level of attention to detail, working swiftly, efficiently and accurately under pressure, with the ability to plan ahead.
* Competent in handling electrical appliances.

**3. Judgements**

* Makes operational decisions that can affect the quality of service delivered to the client, potentially affecting profitability, through refunds and poor return custom through negative experiences.
* The post is defined by policies, procedures and codes of conduct.
* Sensitive meetings and literature require a level of confidentiality.

**4. Use of Resources**

* The post holder has operational responsibility for the set up and delivery of the customer service function of the meeting rooms.

**5. Communications**

**Internal**: 70%

Direct contact with staff at all levels of the organisation, the majority of which is with other members of the hospitality and facilities team. This role involves a great deal of teamwork and coordination between different divisions of the Hospitality operation.

**External**: 30%

This role involves contact with customers, you will be showing them to their rooms.

**6. Physical Demands & Co-ordination**

The role involves prolonged periods of standing on your feet, moving of equipment / furniture, manual handling of chair stacks and boxes, working with PC’s and other electrical appliances.

**7. Working Conditions and Emotional Demands**

Have interaction with a high volume of people from a variety of backgrounds within short periods of time and have varying needs. Some customers can have difficult requests and be very demanding.

Certain tasks can be allocated to specific individuals or pairs as set out in the Work schedule, but remains interchangeable during any five working days out of seven from 0700 to 2300, as directed by the rota, including BYM event/weekend.

The nature of the hospitality operation means differing shift patterns may occur typically between the hours of 0700 and 2300 Monday to Sunday, totalling the contracted working hours. Overtime hours may be asked but not presumed.

Due to the nature of the hospitality operation the role sometimes requires lone working and without supervision.

The role is required to wear a uniform as provided/ specified in the work schedule, which makes the role visible to building users. This may result in being asked questions that are not directly linked to the actual role, so initiative is required to redirect as appropriate.

**OTHER RESPONSIBILITIES:**

* Responsible for ensuring that Britain Yearly Meeting’s Equal Opportunities Policy is adhered to in all aspects of the role
* Responsible for ensuring that Britain Yearly Meeting’s Health & Safety Policy is adhered to at all times
* Responsible for ensuring that Britain Yearly Meeting’s commitment to sustainability is adhered to in all aspects of the role
* Responsible for ensuring that Britain Yearly Meeting’s Staff handbook is adhered to at all times.
* To undertake duties and responsibilities commensurate with the post

**BRITAIN YEARLY MEETING**

**PERSON SPECIFICATION**

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| **Job Title:** Room Steward  **Department:** Hospitality and Facilities Department  **Date:** September 2018 |

**ESSENTIAL KNOWLEDGE**

* Knowledge of and sympathy with Quaker values
* An ability to communicate in spoken and written English.

**ESSENTIAL QUALIFICATIONS**

* Recognised hospitality or cleaning qualification i.e. NVQ Customer service level 1 or equivalent or the willingness to achieve the qualification

**ESSENTIAL EXPERIENCE**

* Experience within a Conference and meeting room environment in a venue of comparable business size with similar production and service standards (e.g. Hotel, Conference Venue)
* Communicate with people face to face in a customer service environment

**ESSENTIAL SKILLS**

* Demonstrable ability to work as a team player
* Demonstrable ability to work unsupervised under own initiative
* Good written and oral communication skills
* Strongly customer focused

**DESIRABLES**

* Formal customer service training including dealing with difficult customers.
* The ability to contribute to help improve standards and performance

**Equality Monitoring Form**

**Policy**

Britain Yearly Meeting is a Quaker organisation and seeks to live up to the Quaker Testimony to Equality in its employment practices. It is our policy to ensure that no job application or employee receives less favourable treatment on the grounds of race, age, colour, ethnicity or national origin, religious beliefs, sex, transgender, sexual orientation, disability, marital or civil partnership status, political beliefs, membership or non- membership of a trade union or any other factor irrelevant to the selection process. Selection procedures are reviewed to ensure that individuals are selected, promoted and otherwise treated on the basis of their relevant skills and abilities.

**Monitoring**

In order to ensure the continued development of this policy, all applicants are asked to complete the details below. This information will be solely used for monitoring purposes and will be treated as confidential and will be separated from your application form on receipt and before any consideration of candidates takes place.

|  |  |
| --- | --- |
| **Post applied for** |  |
| **Name** |  |
| **Sex** |  |
| **Date of Birth** |  |

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| --- | --- |
| **Please place an X next to the description which you feel is the most appropriate of your ethnic origin (please choose ONE section from A to F).** | |
| **A White** | **B Mixed** |
| British  Irish  Other (please indicate)  Prefer not to say | White and Black Caribbean  White and Black African  White and Asian  Other (please indicate)  Prefer not to say |
| **C Asian or Asian British** | **D Black or Black British** |
| Indian  Pakistani  Bangladeshi  Other (please indicate)  Prefer not to say | Caribbean  African  Other (please indicate)  Prefer not to say |
| **E Chinese** | **F Any other Background** |
| Chinese  Other (please indicate)  Prefer not to say | Any other background  Other (please indicate)  Prefer not to say |
| **How would you describe your sexual orientation? Please place an X next to the description you feel is the most appropriate. Do you identify as:** | |
| Bisexual |  |
| Gay Man |  |
| Gay/Lesbian Woman |  |
| Hetrosexual/Straight |  |
| Prefer not to say |  |

|  |  |
| --- | --- |
| **Which of the following, if any, is your religion. Please place an X next to the description you feel is the most appropriate.** | |
| Atheist |  |
| Baha’i |  |
| Buddhist |  |
| Christian |  |
| Hindu |  |
| Jains |  |
| Jewish |  |
| Muslim |  |
| Parsi |  |
| Rastafarian |  |
| Sikh |  |
| No religion |  |
| Prefer not to say |  |
| Other (please state) |  |

|  |  |
| --- | --- |
| **Do you consider yourself to have a disability?** | |
| Yes |  |
| No |  |
| If yes, please state |  |

**Guidance Notes**

**PLEASE READ THESE NOTES BEFORE COMPLETING THE APPLICATION FORM**

These notes have been designed to assist you by providing information about BYM’s recruitment process.

**Preparation**

You should spend time reviewing your skills, achievements and experience, identifying those that are relevant to the job.

**Making your Application**

**Job Details**

You should read the job description, person specification, advert and any background information so you know what the job involves. Think about why you are interested working for the Religious Society of Friends (Quakers in Britain), the post and how your knowledge, skills and experience (paid or non-paid) would enable you to be effective in the role.

**Supporting Statement**

You should write a supporting statement setting out the reasons why you think you are suitable for the post. **You must address each item on the person specification.**  You should highlight the experience, skills, achievements that you would bring to the post including, those that you have gained through previous employment, voluntary work or any other relevant experience.

**Accuracy of Information**

The information that you provide to the Religious Society of Friends, both on your application form and at interview must be accurate. If we discover that any information provided is inaccurate, an offer of employment may be withdrawn. Where an appointment has been made, we may take disciplinary action up to and including dismissal.

**Data Protection**

You should be aware that information contained in or derived from your application may be retained in both manual and computerised form for the purpose of recruitment administration, the production of depersonalised statistical data relevant to recruitment or equality issues and on appointment, personnel, payroll and pensions administration.

If your application is unsuccessful your application form will be retained for a maximum period of six-months.

We will not share your information with any other organisation unless required to do so by law.

**Completed applications**

Completed applications should be emailed by the stated closing date to: [quakeremploy@quaker.org.uk](mailto:quakeremploy@quaker.org.uk)

**Equality & Diversity**

**QUAKER FAITH & PRACTICE 23.36**

'At the Centre of Friends’ religious experience is the repeatedly and consistently expressed belief in the fundamental equality of all members of the human race. Our common humanity transcends our differences...We aspire not to say or to do anything or condone any statements or actions which imply lack of respect for the humanity of any person.' (Meeting for Sufferings, 1988)

The Religious Society of Friends (Quakers) is committed to equality. In order to monitor our commitment to equality we ask applicants for posts to complete our equality monitoring form. The information provided is treated in the strictest confidence and is detached prior to shortlisting. The forms are retained by HR and the panel do not have sight of them.

**Appointment Process**

After the closing date is passed, the recruiting manager and the interview panel shortlist applicants who demonstrated that they meet the essential criteria set out in the person specification. Only candidates shortlisted are invited for interview. If you do not hear from us within two weeks of the closing date your application has been unsuccessful.

Normally applications received after the closing date are not considered

**Interview**

If you are shortlisted for interview you will be invited to a selection process. All interviews are conducted by a panel of two or more including the recruiting manager. If there are any special arrangements associated with the selection process e.g. tests or presentations, you will be informed accordingly.

**Disability**

If you are an applicant with a disability and have any specific needs, adjustments that you would like us to make or queries please contact HR on 020 7663 1111/1110.

**Interview Outcome**

If you are invited to attend an interview/and or selection process you will be informed either verbally or in writing of the outcome. The successful candidate will have the decision confirmed in writing as an offer of employment. The unsuccessful candidate is offered the opportunity for feedback.

**References**

On the application form you are asked to provide us with the details of three referees, one of which must be from your most recent employer. If you were a student one of your referees should be from a tutor. We only contact referees with your permission after an offer of employment has been made.

All offers of employment are conditional upon the receipt of references that are satisfactory to BYM, verification of right to work in the UK, medical health clearance, and where applicable verification of qualifications and Disclosure and Barring Service.

**Right to Work in the UK**

Under Immigration Act 2014, employers must ensure that any prospective employee is legally entitled to live and work in the UK. If you are offered employment by the Religious Society of Friends (Quakers) you will be required to produce an official document confirming that you are entitled to live and work in the UK, e.g. passport; full birth certificate and official document confirming your name and national insurance number; or a passport/travel document/letter from the Home Office.

**Queries**

If you require further information or wish to raise any matters with regard the appointment process, please contact HR on 020 7663 1111/1110.

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**Complaints**

Applicants for posts within the Religious Society of Friends (Quakers) have the right to complain if they feel they have been unfairly treated or discriminated against during the recruitment process. If you feel that this is the case you should contact Ric Moore, Head of HR & Training, on 020 7663 1111 (direct line) or by email: [ricm@quaker.org.uk](mailto:ricm@quaker.org.uk)

**Working for Quakers in Britain**

Britain Yearly Meeting, is a national charity employing around 180 people. Its purpose is to work for, with and on behalf of Quakers in Britain.

**About our organisation**

Quakers is the name often used for the Religious Society of Friends. Although we have our roots in Christianity, we also find meaning and value in the teachings and insights of other faiths and traditions.

In Britain there are about 20,000 Quakers. We have 500 local Quaker Meetings, grouped into 72 'area meeting' charities. All these charities are affiliated to Britain Yearly Meeting (BYM).

Britain Yearly Meeting (BYM) is a charity, formally known as 'Britain Yearly Meeting of the Religious Society of Friends'. The trustees are appointed by and accountable to British Quakers; and because this work is done for and on behalf of Quakers from the whole of Britain, the work we do is known as ‘centrally-managed work’.

**A Quaker workplace**

We aim for our workplace to be consistent with Quaker values - broadly the same as most well-run progressive organisations. For example:

* We expect staff to respect each person regardless of age, race, religion, gender, transgender status, sex, sexual orientation, disability, marital or civil partnership status
* We avoid unjustifiable and unlawful discrimination in our employment practices
* We follow good employment practice, with clear and supportive line management
* We have a 1:4 ratio between the lowest and highest salaries
* We aim to be open and honest in all our work
* We avoid titles such as ‘Mrs.’ or ‘Mr’.

Very few jobs with BYM are restricted to Quakers, although about 1/3 of the staff are Quakers or linked to Quakers in some way.

**About Quakers**

The Quaker way is based on silent worship, as a way to help people connect directly to God. Quakerism began in Britain in the 17th Century. Its roots are in radical Christianity, although today not all Quakers call themselves Christian.

Quakers share a way of life rather than a set of beliefs. We seek to experience God directly, within ourselves and in our relationships with others and the world around us.

Quakers are ordinary people, who try to live their values they can. This leads many Quakers to work for a better world. Values that are important to us include truth and integrity; simplicity; equality; peace; and sustainability.

You do not need to be a Quaker to worship with us at one of our meetings.

You can find out more:

• From our website - www.quaker.org.uk

• By reading `Advice and Queries’ which is an introduction to Quaker belief (<http://qfp.quaker.org.uk/>)

• By visiting the Quaker Centre at Friends House, which has leaflets and books, and volunteers who can answer questions

• Or ask for a free information pack – [www.quaker.org.uk/more-information](http://www.quaker.org.uk/more-information)