

RELIGIOUS SOCIETY OF FRIENDS (QUAKERS)

South East Scotland Area Meeting Scottish Charity No SC019165

Quaker Meeting House, 7 Victoria Terrace, Edinburgh EH1 2JL

Email: office@equaker.org.uk **Tel:** 0131 225 4825

Website: www.equaker.org.uk



Hospitality Assistant, Edinburgh Quaker Meeting House

Job Description

1. Be a friendly welcoming presence to hirers, visitors and Quakers using the building.
2. Open and close the Meeting House, if necessary.
3. Be able to operate the alarm procedures for basic security and for fire, intruder and lift emergencies.
4. Operate the emergency lighting, lighting, heating and ventilation systems.
5. Prepare rooms and clear up after Meetings for Worship and lettings.
6. Provide hospitality needs for groups including refreshments and audio-visual equipment.
7. Deal with visitor and telephone enquiries.
8. Receive, record and secure payments and other monies.
9. Deal with cleaning and hygiene needs as necessary: e.g. toilets (if problems occur during the day – there is a cleaner employed in the evenings), rubbish bins, recycling, laundry, using the dishwasher, disinfecting, sanitising, replacement of stock.
10. Be prepared to work alone when necessary (e.g. evenings)
11. Be able to move chairs and tables alone and place full trays of crockery in the dishwasher, and to use flights of stairs during shifts (the building consists of three storeys).
12. Attend and contribute to regular staff meetings.
13. Be willing to participate in additional training (food hygiene and first aid training will be provided if not already held).

Person Specification

Essential:

1. Excellent interpersonal skills.
2. Ability to communicate clearly (face-to-face / on the phone)
3. Competence in using computers (to access on-line diary, booking system and for communication with managers)
4. Ability to respond flexibly to the needs of users of the building, following instructions and policies accurately but working on own initiative when necessary.
5. Sufficient mobility and general fitness to cope with work involving climbing stairs frequently, moving furniture and some lifting.
6. Be in sympathy with Quaker values and beliefs.

Desirable:

1. Previous experience of working with the general public, e.g. in a retail, hospitality or customer service setting, whether paid or voluntary.
2. Food Hygiene qualification to Level 2 and First Aid qualification (will be provided at employer's expense if not already achieved).

Remuneration:

Real Living Wage – in April 2024 this is £12.00 per hour