

# JOB DESCRIPTION

**JOB TITLE**                      **House Team Leader**

**DEPARTMENT**                      House Team

**REPORTS TO**                      Operations Manager

**Mission:**

To lead by example and enable the House Team to provide a clean and welcoming environment, in the House, Beacon Activity Centre and Community areas, where guests and community can relax and gain most benefit from their stay. To take an active role in community life using the gifts God has given you. This will include leading prayers for community and guests, helping at mealtimes, and being willing to serve in other ways as and when required.

**Scope of responsibility:**

- Pastoral care of team members
- Maintaining a high level of morale, enthusiasm and encouragement within the team
- Ability to communicate with a diverse multicultural team
- Working with pastoral support from the Chaplaincy Team when needed
- Organisation of work to ensure that rooms and buildings are ready for arrival of new guests
- Ensuring appropriate work carried out to maintain high standard of cleanliness in guest and community areas
- Monitoring maintenance needs of both guest and community areas
- Providing adequate training for team members to enable them to carry out their work safely, to the standard required by Lee Abbey

**The work comprises:**

- Supervising and working alongside team members
- Preparing monthly timetables and rotas for House Team
- Checking suppliers' invoices against orders and delivery notes, and submitting them to the finance department
- Preparing daily worksheets
- Maintaining records of work completed
- Preparing schedules of work to be done
- Writing correspondence and reports
- Updating worksheets and instructions
- Maintaining computer data back-up records
- Planning work for closed periods eg deep cleaning
- Organising programmes for team meetings
- Organising repairs/maintenance/cleaning to be carried out by outside contractors
- Training team members
- Preparing maintenance reports
- Preparing and updating stock schedules
- Preparing training schedules
- Ensuring compliance with health & safety legislation and that correct standards are maintained
- Ordering of cleaning materials, chemicals for laundry, new linen etc, and other supplies
- Preparing annual budget
- Recording expenditure to ensure spending is within budget forecast
- Attending weekly team leader meetings
- Interviewing prospective community members

**New Innovations**

- An awareness of new innovations within the hospitality sector and how they could be incorporated into the life of Lee Abbey would be helpful.

**QUALIFICATIONS EDUCATION and/or EXPERIENCE**

- Relevant experience or qualifications within hospitality would be helpful but is not essential
- Computer literacy
- People skills - especially in motivating / identifying skills (potential)
- A good level of physical fitness

**LANGUAGE SKILLS**

- Ability to communicate clearly both verbally and in writing in English to people of all nationalities and cultures who may not have English as their first language.

The Job Description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list and there should be a willingness to work across other teams when required.