

Service Supervisor

Job Description

ACT Vision

Where are we going and why?

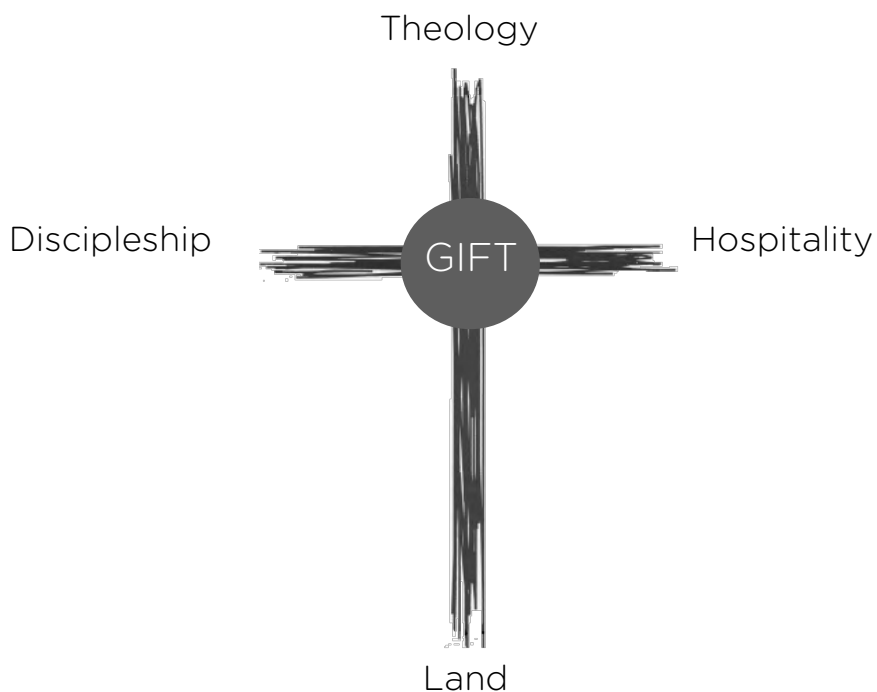
Ashburnham Christian Trust is a gift. We aim to be a catalytic community who serve and resource all whom Gods sends our way, so that Jesus' kingdom of love increases locally, nationally and beyond'

We believe Ashburnham Place and its people are a unique gift. We are given to exploring and meeting the needs of the Body of Christ and wider communities today. We are setting our course before God to living as a vibrant community that provides excellent hospitality and care to all our guests. We believe that we can become a connecting place and a hub that resources groups and individuals to be radical and bright through all of life. We want people to be impacted as they come in amongst the community here and that we will impact as we go out to serve others. Our desire is that people will come to Ashburnham Place and find exceptional levels of welcome, refuge, challenge, inspiration, learning and peace.

ACT Strategy

How will we get there?

Four Core Areas



Theology

Ashburnham Place is a place that facilitates excellent deep theological learning.

We will tell a theological story that embraces the fullness of the everlasting community and relationship of Trinity, Jesus' divine and full revealing of the character of God and the power of the Holy Spirit to enliven people, communities and nations. Our theological outlook will go way beyond theories and concepts as we embrace living the way of Jesus, in particular how he treated the outsiders and his self-emptying approach to kingdom expansion.

Land

Ashburnham Place is a place of abundant land, that displays what is possible when Man, God and Land exist in harmony together.

Ashburnham Place is not solely or indeed primarily defined by the stately buildings at the centre of our 220 acres. It is among the trees in the woodland, upon the lawns and meadows, around the 3 lakes and in the rich soil of the walled garden that the glory of God and this place is experienced.

We will aim to demonstrate best practice with our land management, training and helping others to learn how to steward land well in a world in environmental crisis.

Hospitality

Ashburnham Place is a place of warm welcome that facilitates growth, connection and rest through loving hospitality.

We aim to excel in hospitality; offering a warm welcome regardless of status or outward appearance.

We will demonstrate the love of God through the excellence of our food, our bedrooms, meeting and dining rooms as well as all our interactions with our guests.

Discipleship

Ashburnham Place is a place that facilitates the growth of radical disciples of Jesus Christ.

A diverse community where disciples are formed is central to the gift of Ashburnham Place and has been since the trust was formed. We consider discipleship to be the reason we offer hospitality, the reason we explore theology and why seek to live well with our land.

Who seek to understand who God is, and who we are in Him. Who understand how to approach following Jesus as an individual as well as how to interact with the wider community of humanity, in order to see Jesus' kingdom of love established.

Guest Service Supervisor

How does your role contribute to this vision and strategy?

As a small team running a large organisation every role at ACT is critical to our organisational fruitfulness. The aim of this document is to show you exactly how your role will contribute to the organisational vision and strategy of ACT.

Responsible to
Guest Service Manager

Function
Serving/ Guest service / House service (Duty Management)

Safety Critical
Yes

Role Purpose

1. To ensure that the Servery, House and Orangery functions are outworked and completed to agreed standards.
2. Ensuring all food and beverages served to guests and community members within the main house (or agreed service points on site) are delivered on time and to the agreed standards.
3. To ensure bedrooms and conference rooms are prepared and ready on time and to the agreed standards.
4. To exceed customer expectations by delivering excellent quality service whilst creating a safe, organised and hygienic environment for all external customers, staff, and visitors to Ashburnham Place.
5. To lead, motivate and encourage the rest of the team, to complete the required work to the agreed standards.

Department Critical Success Factors

1. All guests and visitors receive a warm and friendly welcome
2. All food and beverages are well presented when served
3. The dining areas and conference rooms are cleaned and prepared to ensure they are safe and ready for guests.
4. The bedrooms are prepared and cleaned to a high standard and ready on time
5. To observe and follow all food safety requirements
6. All incidents requiring a Duty Manager are dealt with professionally and efficiently
7. All team members are effectively briefed on the correct jobs and motivated to achieve a high standard every day

Role KPI

1. Customer Service - To provide consistently excellent customer service
2. Team Management - To assist the Guest Service Manager in leading the team when on shift
3. Food Service - To make sure that food is always served on time and to the agreed standard
4. Dining and Conference Room Management - To make sure that the dining and conference rooms are cleaned and prepared on time to welcome guests
5. Bedroom Management - To ensure the bedrooms are cleaned and prepared on time to welcome guests.

More Detailed Role Description

Operations:

- Lead the team during the shift with a 'hands on' approach to leadership
- Ensure that shift operating procedures are followed. Check all dining and conference rooms daily to ensure all areas are to the required standards for service and guests.
- Brief team members on menus before meal times to ensure all know what is being served and how best to serve it
- To ensure that the team know what rooms to clean and by what time, to check all bedrooms and conference rooms are cleaned and prepared to the highest standards.
- Ensure laundry and chemical room are stocked and ready for the team's needs.
- Supervise dining areas during meal times and refreshment breaks. Assist with the service of food on buffet counters during meal times.
- Make certain that all functions are treated with importance and that they are checked to ensure customer expectations are exceeded.
- Ensure cleaning schedules are followed. Ensure all catering areas of the building are cleaned in a timely manner and to the set standards. Supervise the wash up area when in operation.

Health and Safety / Food Safety:

- Ensure both self and team adhere to all relevant Health and Safety legislation.

Customer Expectations:

- To agree with the Guest Service Manager how customer expectations are going to be assessed and measured. To then outwork this policy in the department.
- To agree with the Guest Service Manager how customer feedback is to be gained and to then to outwork this policy in the department.
- To develop ways to adapt our working practices in the catering service areas and Duty Manager procedures to meet customer feedback

Orangery Tea Room Supervision (when part of shift):

- Hold operational responsibility for the Tea Room including opening and closing each day
- Create and maintain a Tea Shop environment that is welcoming, warm and comfortable
- Lead the team in delivering excellent customer service to our Tea Room customers

Duty Management (when part of shift)

The role will form part of the duty management rota. The rota covers 7 days with early (normally 7.00am-3.00pm) and late shifts (3.00pm-11.00pm)

- Unlock offices and ensure Welcome Lounge is tidy
- Carry duty phone and respond to any calls
- Welcome guests, show new Patmos Lodge Guests to room and show dining area.
- Brief group organisers on arrival
- Complete Welcome Talk for groups on arrival day
- Act as a point of contact for guests and respond to any questions / guest feedback
- Close main building at end of day

Emergency on call cover (where role is a live-in position)

The role will form part of the emergency on call rota. The rota is covered by a number of senior team members that live on site who take it in turn to hold the emergency on call phone. This responsibility is divided equally between all those on the rota who in turn hold the phone for one week (Monday AM to following Monday AM). Responsibility whilst on call:

- Collect phone from previous person on rota
- Answer any calls between the hours of 11pm - 7.30am that come through to the phone and respond as necessary
- Forward phone to next person on rota when week finishes
- There should not be a need to respond to calls made during office hours (Monday - Friday 9.00am - 5.00pm).
- The phone should be answered out of office hours, in the event that the duty manager needs support. It is not expected that immediate support would be needed but to be able to be available within an hour of the call being made.

Community Life:

Members of staff are expected to participate in and creatively contribute to the rhythm of life at Ashburnham Place. All members of the Ashburnham Place team should be able to demonstrate:

- A commitment to the vision and values of Ashburnham Place
- There is a genuine role requirement for the post holder to be a practicing Christian
- An understanding of the dynamics of living and working in a Christian community
- To attend weekly community gatherings including Sunday Celebration and Monday Prayers

Other:

- To attend team meetings and training courses
- Exercising Christian leadership within the guest services teams

Statement on Confidentiality

It is in the nature of the work of Ashburnham Place and in particular this role which has an emphasis on pastoral care that staff become aware of information that will be sensitive and/or confidential. It is crucial that this information is maintained in strictest confidence, within the context of Ashburnham Places policies and procedures, and that failure to do so will be viewed as gross misconduct and will be subject to the appropriate level of the disciplinary procedures.

Safeguarding

We require all staff and volunteers to work according to Ashburnham Place's Safeguarding Policy. Where appropriate, offers of employment are subject to a DBS check.

Employment of Ex-offenders

Ashburnham Place has a policy on the recruitment of ex-offenders. A criminal record will not necessarily debar anyone from being offered employment.