

Job Title: Team Member (Live Out)

Reporting to: House Manager

Basic Salary: £10.85 per hour

Hours: 35 hours

Job Location: Sandeman Allen

Our Business:

LHA London has been providing high quality accommodation in London since 1940 and now have fourteen large hostels providing affordable accommodation for nearly 2000 people in the capital. Our residents are young, single people studying or working in London, and live with LHA either to undertake educational courses, or if working, to give themselves time to familiarise with London, to make friends and to decide whether or not to make more private and long-term arrangements for housing.

Main Purpose of Job:

To undertake all designated duties within the hostel, which may include reception, housekeeping, and catering functions. To ensure the delivery of a positive experience to all LHA Residents and assist with the overall successful operation of the hostel. To ensure standards of delivery in accordance with LHA policies. To deputise in the absence of the Line Manager, where appropriate

Key Responsibilities Include:

Customer service

- Deliver high standards of customer service at all times providing a positive customer experience
- Provide effective support to line managers when responding to customer feedback
- Support line managers to continually improve ways of working and actively contribute own ideas to overall improvements within the hostel
- Effectively work with colleagues and build positive working relationships for the benefit of the team and residents.
- Comply with Health & Safety regulations to ensure safety of colleagues and customers.

Catering Function

- Assist with all food and beverage duties as designated, including front and back of house functions to prepare, plate and serve the best possible quality, presented in the best possible way.
- Promote the food & beverage function within the hostel, in accordance with LHA's Food & Beverage Operating Standards to generate revenue.
- Comply with Food Hygiene standards and regulations as directed.

Housekeeping Function

- Undertake all housekeeping duties, efficiently and effectively, as designated, to provide high standards of housekeeping and cleanliness throughout the Hostel.
- Have a proactive approach to reviewing and maintaining good standards of cleanliness throughout the Hostel at all times

Reception/Accommodation Function

- Be positive and informative to all customers, to assist with the effective delivery of the reception, bookings and accommodation function.
- Ensure efficient use LHA's booking system to maximise income and profitability for the LHA
- Identify and maximise sales opportunities whenever possible.
- Ensure compliance with LHA's cash handling arrangements and budget management process
- Carry out all designated duties to the highest standard

Key Requirements:

- Previous experience of working within the hospitality or customer focused industry.
- Knowledge and understanding of LHA and its customer base.
- Understanding of management software systems and/or proficient in basic computer skills.
- Good numeracy and literacy skills.
- Able to demonstrate a good level of verbal and written communication skills.
- Basic Food Hygiene Certificate where applicable.