

Accommodation & Venue Supervisor

Recruitment Pack

November 2024

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| **Team:** | **CCL** |
| **Contract Type:** | **Permanent** |
| **Hours:** | **Part time – 21 hours per week****essential weekend working 7 hours on Saturday and Sunday and additional 7 hours as required from Monday - Friday**  |
| **Salary:** | £14,742 per annum [£24,570 FTE] |
| **Location** | **Chichester** |

**Any questions?**

**Head of HR, Val Timlin**

val.timlin@chichestercathedral.org.uk

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About Chichester Cathedral

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| Chichester Cathedral Enterprises is an award-winning provider of 4 Star Guest House Accommodation and holiday lets within the historic grounds of Chichester Cathedral. The Cathedral is a living church that has been a site of Christian worship in Chichester for over nine centuries. The Cathedral does not receive statutory or Church of England funding and is self-supporting, relying on self-generated income, donations, and fundraising activities. Chichester Cathedral Enterprises works determinedly to support the work of Dean and Chapter by raising revenue. Through accommodation, venue hire and retail services that support the Cathedral in delivering its mission. | The Cathedral presents a comprehensive events programme and has both a residential and commercial property portfolio many of them listed, in the Cathedral Close and beyond. The Cathedral is also a leading visitor attraction, a venue for artistic and cultural activity, and an all-round hub for the community, welcoming over 250,000 visitors each year. Music is a central element in the Cathedral’s life. The Choir, which offers eight sung services each week and contributes to the Cathedral’s outreach around the diocese, has a high reputation at national and international level. We also host many high-quality musical performances each year by choirs, orchestras and chamber groups. Further information about Chichester Cathedral can be found on the Cathedral website, including our [Annual Report & Accounts](https://www.chichestercathedral.org.uk/about-us/reports). |

Commitment to Safeguarding

In accordance with Church of England’s policy, *Promoting a Safer Church* and the House of Bishops’ *Safeguarding Policy and Practice Guidance*, Chichester Cathedral is committed to the safeguarding of children, young people, and vulnerable adults who may be at risk.

The Cathedral works in partnership with the Diocese of Chichester to ensure that we operate in accordance with best practice at all times.

The care and protection of children, young people and vulnerable adults are the responsibility of the whole Cathedral community, whether clergy, staff, volunteers, contractors or members of the congregations. Everyone who participates in the life of the Cathedral has a role to play in promoting a safe environment for all.

To learn more about Safeguarding at the Cathedral [please see our website.](https://www.chichestercathedral.org.uk/safeguarding)

Commitment to Equality & Diversity

At Chichester Cathedral we are dedicated to encouraging a supportive and inclusive workplace culture amongst our employee and volunteer workforce.   It is our aim to ensure that if you work here or apply to work here, on either a paid or voluntary basis you will have an equal opportunity.  We are also committed to working towards an organisation workforce that is diverse and as representative of our wider community as it can be.

We respect and value each of our employees and volunteers and are committed to enabling you to be able to perform to the best of your abilities and to be your authentic self in the workplace.

The Job Description

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| **Job Title:** | Accommodation and Venue Supervisor |
| **Team:** | Chichester Cathedral Enterprises |
| **Location:** | CCEL |
| **Line Manager:** | Commercial Operations Co-ordinator  |
| **Contract type:** | Permanent |
| **Hours:** | 21 hours per week (7 hours both Saturday and Sunday plus 7 hours Monday – Friday depending on the business needs) |
| **Date of completion:** | November 2024 |

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| **1** | **Job Purpose** |
|  | The purpose of the role is to:* ensure all our venues are presented to an exceptionally high standard, this includes meeting rooms, event venues, accommodation in our guest house, our holiday lets, and on occasions, areas within the Cathedral building itself;
* provide a warm welcome and an excellent standard of customer service to all our visitors;
* support, encourage and inspire a happy Weekend Housekeeping Team.

**Key Performance Indicators*** **Customer feedback:** feedback from accommodation guests, meeting room users and event partners is the key metric to measure the success of this post. We use data from our own Reputation Suite, booking partners, online reviews and direct feedback from guests to promptly read, respond and action feedback.
* **Ratio of total hours/costs vs what has been worked with sales data:** working with our Commercial Operations Coordinators to ensure we provide excellent levels of service whilst remaining cost effective. You will need to keep a close eye on how you spend your own working hours and plan how to best utilise the housekeeping team.
* **Conversion:** on customer enquiries is vital. Every email, call and contact form is potential new guest in one of our venues, prompt responses, efficient actioning and a friendly manner will all contribute to converting enquiries into returning customers!
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| **2** | **Principal Accountabilities** |
|  | * responding to/actioning guest enquiries including emails, guest messages and telephone calls across multiple platforms and processing bookings and reservations;
* supervising and supporting our Weekend Housekeeping Team to produce excellent service daily and during one-off events. Carrying out regular cleaning and maintenance audits “Room Checks” before guests arrive in all accommodation venues and conducting check-in calls;
* event management and event set-up and breakdown where required
* stock control and reporting; ensuring a good stock of equipment and cleaning materials is kept according to COSSH regulations;
* ensuring Health and Safety, Fire and Food Safety standards across all our accommodation so that all areas are fully compliant;
* undertaking site visits with potential new clients for weddings and events;
* training and supporting the Weekend Housekeeping Team during busy periods and covering holiday where it is required across all areas of the business;
* other activities as defined by the Commercial Operations Coordinator which would include proving support for deep cleaning, regular maintenance and stock control;
* providing “on-call” emergency phone cover in the evenings where required, this is remunerated separately;
* ensuring Safety and safeguarding standards are maintained at all times.
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| **3** | **Level of Responsibility** |
| **a** | **People**Supervisory responsibility for Part-Time/Weekend Housekeeping Team  |
| **b** | **Financial Management**There are no financial responsibilities. |
| **c** | **Other**Responsibility for the cleanliness and security of all associated accommodation.  |
| **4** | **Contacts** |
|  | * Internal - particularly colleagues in CCL and the Estates team;
* External -suppliers of laundry, chemicals and event equipment and also clients via email and telephone and in-person
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| **5** | **Special Requirements** |
|  | The post holder is required to:* be able to be on-call on occasion, tis is remunerated separately;
* be comfortable working out of hours and alone;
* have an a good level of level of physical fitness, this is essential as the role requires frequent stair climbing and lifting;
* have a degree of flexibility with regards weekday working hours as we undertake a 7-day operation;
* be available to work Saturdays and Sunday is essential;
* undertake mandatory health & safety training and safeguarding training.

There is no expectation that the post-holder is a Christian but they are expected to understand and empathise with the aims of the Cathedral and to be comfortable in adopting an enthusiastic ambassadorial/promotional role in a wide range of settings.  |
| **6** | **Qualifications, Skills and Experience** |
|  | **Qualifications*** a general standard of education is required;
* a relevant qualification in tourism and/or hospitality would be useful

**Experience*** working in a similar role, either in in hotels, pubs or bed & breakfasts is essential.
* running events/meeting would be useful.
* **Skills**
* The successful post-holder will:
* demonstrate excellent interpersonal skills;
* be a proficient Microsoft User;
* have the ability to juggle often conflicting priorities;
* have a positive and can-do attitude;
* be able to manage a small team effectively;
* be comfortable with using an online booking platform/Channel management systems;
* have the ability to work using own initiative;
* demonstrate meticulous attention to detail.
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How to apply

You are required to complete an application form, available on our website: [**here**](https://www.chichestercathedral.org.uk/about-us/our-team/job-vacancies)

Please email your completed application to: Val Timlin, our Head of HR at:

**hr@chichestercathedral.org.uk**

* The closing date for applications is **Friday 13 December 2024**
* Interviews will take place in Chichester on **Thursday 19 December 2024**.

If you wish to have a discussion about this role with Maria Gordon, the Commercial Venues Co-ordinator who line manages this position, please email her at:

**bookings@chichestercathedral.org.uk**

**Any questions?**

**Head of HR, Val Timlin**

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