



Grasmere, Ambleside
Cumbria, LA22 9QW
T: 015394 35597
e: enquiries@thorneyhow.co.uk
w: www.thorneyhow.co.uk

Job Description – General Assistant (Housekeeping & Front of House)

Principle purpose of the job:

To ensure that excellent standards of facilities and visitor service are maintained at all times.
To maximise the visitor experience and commercial income.
To ensure full site security and safety.
Upholding the Thorney How brand.

Suitable candidates will be reliable and committed to providing outstanding customer service, excellent communication skills as well as a hands-on and enthusiastic approach to taking part in any of the day-to-day operational running of Thorney How.

Principal responsibilities:

- To undertake any aspect of hostel daily operational activity.
- To contribute towards general hostel and grounds maintenance.
- To contribute towards a functioning and friendly working team / business environment.
- To contribute towards marketing the business.
- To contribute towards the company's business plans by monitoring progress.
- To provide a high standard of customer care at all times.

General duties:

To undertake all of the following operational activities where required:

- catering – food preparation, storage, cleanliness, cooking breakfasts & light meals
- dining service – table setting, taking orders, serving food, dish washing
- reception – telephone, check-ins, check-outs, booking administration
- administration – order tracking, stock taking, financial input, data analysis
- housekeeping – making beds, general cleaning, sanitization, deep cleaning
- bar – serving drinks, stock refresh, cleanliness upkeep,
- grounds – weeding, light maintenance, chopping fire wood
- kitchen garden – weeding, collecting and washing produce
- livestock – daily care, collecting and washing eggs
- finances – cash handling, card transactions, upkeep of records

To undertake any other duty as required ensuring the smooth running of Thorney How.

All staff should adhere to the following:

Uphold and comply with the organisation's Policies and the Law in relation to Health & Safety, Financial Regulations, Equal Opportunities, Data Protection and other adopted Policies and Procedures required for the smooth and effective operation of the business.

Salary and conditions:

- There will be an initial probationary period of 3 months.
- The post is temporary for 9 months - an additional 12 month contract may be offered.
- The post is offered full time with a maximum of 37.5 hours.
- The salary offered will be 8.50 per hour (depending on experience and skills.)
- Thorney How is normally open 7 days a week and staffing duties are typically required from 7am to 11pm. Shifts will be organised within these timescales and will nearly always include weekend working, both Saturday and Sunday.

Knowledge and Skill required:

Essential for the job:

- Experience in a similar role within hospitality or similar customer based environment.
- IT literacy.

Desirable but not essential:

- Catering experience.
- Relevant qualifications including food hygiene certificate such as EFH, SVQ/NVQ in catering or food production.
- General maintenance / DIY skills.
- Knowledge of outdoor activities such hill walking, climbing or cycling.
- A good sense of geography, able to quickly reference the local area with confidence.
- UK or similar driving license permitting driving in the UK.