

**Job Title** Hospitality Co-ordinator (p/t 10am -3pm)

**Reporting to:** Human Resources Advisor

**Purpose:** To support a professional and well organised service for the meeting space and common areas in the Tamworth office.

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<b>Achieving Results</b>
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Internal and external customers receive professional and well organised service in the meeting rooms and common areas.

<b>Managing the Process</b>
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- To cover reception at lunchtime and when necessary.
- To undertake general shopping and order general housekeeping supplies through procurement.
- To ensure kitchen and coffee points are maintained to a clean and hygienic standard at all times including coffee machines.
- To ensure meeting room are kept clean and tidy between meeting breaks.
- To report any general maintenance requirements.
- To undertake regular cleaning of all fridges, dishwashers, and microwaves.
- To do regular refurbishment of internal contents of all kitchen and coffee points cupboards.
- Adhoc cleaning duties, ensuring all areas within the building are maintained to a high standard of clean throughout the day.

### Serving the Customer (Internal and External)

- To liaise with outside caterers on food/buffet requirements.
- Health and Safety - All employees have a statutory duty to look after their own safety and to give due consideration for the safety of others. Employees also have specific responsibilities as set out in the Company Health and Safety Policy.
- Equality & Diversity - All employees must comply with the Company Equality and Diversity Policy, ensuring that at all times behaviour is fair and non-discriminatory.

### Delivering Quality

- To ensure the kitchen and coffee points are maintained to a clean and hygienic standard at all times.
- To report any general maintenance requirements.

### Technical Skills and Knowledge

	Basic	Intermediate	Advanced
Health & Safety knowledge			
Knowledge of catering services			
Fire Warden and First Aid knowledge			

### Training Matrix

A training matrix for this role, which includes all the compulsory training which is required, is published on the People Development pages of the intranet. Full course descriptions explaining the content of these courses are also available on the Academy.