YMCA
DULVERTON GROUP

YMCA

Job Information Pack
Team Leader

Our values

The post holder will be expected to operate in line with our organisational values which are;

- **Value the Individual** – Respect others, ourselves and the people we work with in all that we do
- **Giving of our best** – Showing commitment in our work and to enable young people
- **Caring Deeply** – Have a passion for the work we carry out
- **Providing Creative Solutions** – Show innovation in the approaches we take in supporting young people
- **Communicate authentically and truthfully** – Show openness in our dealings and approaches to people

Title: **Team Leader**

Reports to: **General Manager**

Background

A replacement position to assist the management team with delivery of quality and professional service to our facilities.

Purpose

The postholder will assist with the management team on shift, ensuring great customer service across our hotel and conferencing facilities. Responsibility is for the maintenance of a strong and customer-focused, performance driven quality culture with focus upon guest experience and cleanliness in the workplace.

Responsible for:

Running of all hotel services on a daily basis as well as being a point of contact for our clients and partners both internally and externally.
To provide a polite and courteous service to all visitors to The Great Western Hotel and to be a positive and supportive influence on our apprentices.

Other Key Relationships:

Leading by example to provide a high standard of motivation and support for our team of apprentice staff. Building relationships with clients and stakeholders to drive the reputation of the business.

Main Responsibilities

- To ensure smooth running of the breakfast, food, conference, and bar, as well as the day to day operation, supporting the managers and the team on shift whilst ensuring excellent customer service.
- Providing a high standard of motivation and be a role model for our team of apprentices.
- To ensure that standards are achieved, and internal operations are performed in an effective and efficient manner; be able to greet and register guests, providing outstanding guest service during their stay.
- Act as hotel operator and carry out concierge duties.
- Have a positive and upbeat personality with a desire to deliver outstanding customer service to our guests.
- Be able to multi-task, and be detail oriented.
- To be willing to show leadership and guidance to the other team members on the general team. To be able to take over general running of the hotel in the absence of the General Manager.
- Training in all areas of hotel operations, from housekeeping to reception duties, will be provided.

Health and Safety

- In carrying out this role you have a duty (under Health and Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the workplace, to comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk. This includes managing a safe and secure environment for people who use our services.

- This duty includes checking that any person entering YMCA Dulverton Group property has a right to do so and their visit is recorded in accordance with YMCA Dulverton Group procedures.

General

- To maintain and develop up-to-date professional knowledge and skills through training, reading and other such activities and to incorporate the same into practice.

- Work across the organisation to build a learning culture and positive working environment.

- To maintain and demonstrate a commitment to YMCA Dulverton Group's Vision, Values and strategic aims and objectives and ensure all activities reflect the values of YMCA Dulverton Group.

- Managing health and safety issues in your area of responsibility in line with the relevant section(s) of the Health and Safety Policy.

- Complying with YMCA Dulverton Group's GDPR, confidentiality and information security policies at all times.

- To undertake such other duties and responsibilities reasonably consistent with the role of General Assistant.

YMCA Dulverton Group is committed to the protection and safeguarding of children and adults at risk and promoting their welfare. The YMCA Dulverton Group, therefore, expects all staff and volunteers to share this commitment.

This post is subject to a basic level DBS Disclosure in respect of the Adults/Children's Workforce.

Person Specification

Qualifications and Experience

- A dynamic individual who can drive a social enterprise forward.
- Imaginative and creative in driving customers to the business.
- A team player but also able to work on own initiative.
- Willingness to accept leadership and mentoring from management.
- Good attendance and punctuality record.
- Commitment to providing a high standard of customer care.
- Ideally leadership, hospitality or customer facing background.
- Willingness to undergo training in EPOS, PMS (Property Management Systems) OTAs (Online Travel Agencies).
- A flexible attitude and willingness to adapt to new pressures as well being available to cover at short notice.

Knowledge, Skills, Abilities

- Self-motivated and flexible.
- Fluent in English, both written and spoken
- Excellent communication, presentation and interpersonal skills - A strong team player.
- Strong interpersonal and problem-solving abilities and the ability to lead by example.
- Creative, innovative, dynamic, result-oriented and self-motivated
- Good organisational skills.
- Background in Hospitality/Hotel Industry, customer service and leadership
- Positive and passionate attitude
- High sense of integrity and ownership
- Time management, ability to prioritize and follow direction.

Specific skills

- Level 2 qualification or relevant proven experience.
- Good standard of written and verbal English.

Personal Qualities

- Commitment to YMCA Dulverton Group's Values.
- Self-motivated with ability to manage own workload and work with minimal supervision.

- Team player, with ability to build relationships with a wide variety of stakeholders.
- Ability to prioritise and manage conflicting demands.
- Demonstrate resilience, motivation, and commitment, to driving up standards of work.
- Demonstrates a proactive approach taking responsibility for areas of work and finding solutions.
- Is adaptable to change/embraces and welcomes change.

Other requirements

- YMCA Dulverton Group is committed to the protection and safeguarding of children and adults at risk and promoting their welfare. The YMCA Dulverton Group, therefore, expects all staff and volunteers to share this commitment.
- This post is subject to a basic level DBS Disclosure in respect of the Adults/Children's Workforce.
- This candidate must be committed to equality and diversity in the workplace.

Main terms of employment

Salary:	£13.00/hr
Location:	The Great Western Hotel, Station Approach, Taunton, TA1 1QW.
Hours:	37.5 Hours per week.
Flexible working:	We provide flexible working arrangements to support team productivity and stability. This may include changed working patterns.
Holidays:	5.6 weeks per year.
Pension:	On completion of a six-month probation period, YMCA Dulverton Group will make a contribution of 3% of salary.
Benefits:	Health and wellbeing of our staff is important to us. We offer a range of benefits including a Health Cash Plan, Employee Assistance, discounted child care, free night's stay in one of our hotels per year.