



MARLBOROUGH COLLEGE SUMMER SCHOOL

Marlborough College, Marlborough, Wilts SN8 1PA
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Job Description

The aim of this job description is to provide you with information to define the function of your position within the organisation and to inform the jobholder of their duties.

This document is not an exhaustive or definitive list of duties to be carried out by the jobholder and is only a guideline. It may be updated as required and staff may be asked to undertake any reasonable task or duty necessary to assist with the event.

Job Title: HOUSE ASSISTANT (HA)

Department: Summer School

Responsible to: House Manager (HM)

Contracted to: 14 July – 10 August 2019 (plus a mandatory training day on 13 July)

Hours of Work: Monday – Friday 5pm to 6pm and 10pm – 11pm plus overnight duty.

Saturday – 8am to 10am and 9.30 – 10.30 plus overnight duty.

Sunday – 2pm to 10pm plus overnight duty.

(Flexibility will be required as duties will be shared out between the HA and HM)

Salary: £198 per week

Overall Duties

To provide 24 hour comprehensive boarding house support to the students of Summer School.

The Role

This position has been created to reflect the importance that is attached to providing the best possible accommodation service during Summer School. The House Assistant (HA) will work closely with the House Manager (HM) who will have overall responsibility for the boarding house and, together will ensure all requirements are met.

Typical tasks

This is not a finite list of duties and so flexibility will be required. This provides an outline of the types of tasks that will be undertaken.

- HA's will be required to live in for the entirety of the event including weekends.
- Whilst on duty, please supply the Accommodation Manager (Becky Graham) and Customer Experience Manager (Margot Hewer) with a contact number if the need arises and also obtain their number for your use.
- Clearly mark your room so easy for guests to find and post on the central notice board together with your mobile number so you can be contacted in an emergency.
- Sunday hours are 2pm – 10pm to meet and greet the new arrivals plus overnight duty.
- Both HM and HA should be present to receive guests each Sunday afternoon from 2pm onwards, offering refreshments on arrival and dealing with any general enquiries. Arrangements should be made for latecomers to enable them to find their rooms on arrival.
- Monday to Friday from 8am – 9am for hand over with HM, 5pm – 6pm and 10pm – 11pm to man the visitor desk plus overnight duty.
- Saturday hours are 8am – 10am and 9.30pm – 10.30pm plus overnight duty.
- Both HM and HA should be present for the departure of the guests each Saturday morning between 8am – 10am.
- Being available to answer daily queries, problems and sometimes just a social chat. As a minimum requirement, the reception desk should be manned at the following times:
 - Breakfast 8am – 9am
 - Lunch 1pm – 2pm
 - Before Supper 5pm – 6pm
 - Late Evening 10pm – 11pm(these times would be shared with the HA)
- Personally checking public areas and the house in general each day to ensure high standards are maintained.
- General socialising with the guests, making them feel cared for and welcome at all times. It is particularly appreciated by our older guests, if brew areas and other public sitting rooms are visited at bed times.
- All houses should have a book at the reception desk in which guests can leave messages or requests. They should be able to indicate their name, room number and message. Please check this regularly.
- All items of lost property should be recorded and delivered to the office on a weekly basis. Please DO NOT place wet/damp items in these bags.

HA's are entitled to all meals in Norwood Hall and free entry to all entertainments the weeks that they are working. Please collect smart cards from the Summer School office on Sunday of your first week.

Safeguarding

As we are a school, we follow recommended safe recruitment guidelines during our employment process. Marlborough College/Summer School is committed to safeguarding and promoting the welfare of children. Applicants must be willing to undergo child protection screening, including checks with past employers and the Disclosure & Barring Service. The appointed person will need to supply the college with photographic evidence when completing this form, i.e. passport, photo-card driving licence, birth certificate and/or marriage certificate. All posts are exempt from the Rehabilitation of Offenders Act 1974 and therefore all convictions, cautions and bind-overs, including those regarded as "spent" must be declared.

Person Specification

Attributes	Essential	Desirable
Qualifications	A good standard of education.	Relevant qualifications and/or experience in a similar role. First Aid Training. Health and Safety Training. Fire Safety Training.
Experience and Skills	Team player Reliable and punctual Flexibility Good interpersonal skills	Experience in a similar role. Ability to understand and act on instruction. Knowledge of another language.
Personal Qualities	Positive attitude Hands on approach Capable of making decisions Friendly and approachable Observant Shows initiative and efficiency Able to meet the demands of a position Outgoing/Self motivated	