

Shift overview:

- Sleeping role
- 10pm – 8am
- 7 nights over a 2-week period
- Evening 1.5hr clean

sleeping shift



Sleeping shift role

The shift

As a responsible accommodation provider our guests must be able to contact us 24/7 in the event of an emergency. Our Reception is open daily from 8am – 11pm. We therefore require confident, friendly, professional staff members who are over the age of 21 years with a good level of spoken English who can respond to guest intercom calls outside of reception hours.

Pro's

Personally, we reckon this is the easiest role out of the two we offer. You spend most of the time sleeping. You can watch Netflix on shift. You have all day, every day, off for yourself. You don't have to do a great deal.

Con's

However, the role does come with greater responsibility. You may get awoken during the night. You work on your own. You must be happy to interact with guests during the night.

Great for...

...night owls and those who like a bit of peace and quiet and, generally, a relaxing shift. Not so for socialites!

The details

While you are likely to be asleep for most of your shift the importance of this role cannot be overstated as you would be the first point of contact if a guest needs assistance during the night.

Whilst contacts are quite uncommon most are because someone has locked themselves out of their room when they went for a pee.

You may get the occasional 1am buzz from the external intercom by someone looking for a bed for the night (usually someone who has missed the last bus home – and no we don't accept new guests outside of reception hours). Whilst we stress to guests the guest intercom is for emergencies only we do get the occasional non-emergency. Once we had a guest buzz the intercom at 3am to ask for a cup of tea – they were politely told 'no' and then went down in Cohort folklore for being a d*&k (and hence the mention of it here!).

We are not a party hostel nor do we invite a party atmosphere into the hostel. All communal areas are closed off outside of reception hours. But if any guest decides to have a little party of their own in a room then they need to be politely quietened down. Again, this hardly every occurs as guests share rooms with other guests but if we do not mention it then you can bet your bottom dollar that it would happen this season!

Though of course at the extreme end the fire alarm could go off (which is very rare) of which you'd be the first responder.

Responsibility

The responsibility of this shift lies in that you would be the first responder in the event of an emergency (i.e., a fire). Please don't worry about the idea of this. This building has been around for over 200 years and hasn't had a fire yet and we don't plan having one anytime soon, however unlikely we need to make you aware of what to do in the event of an emergency evacuation, which we will cover during your induction. We'll show you what to do when the fire alarm sounds and how to turn it off.

Health & safety

The health and safety of you and our guests is paramount. Because it is a pretty uneventful shift we only require one person for this role. This is classed as 'lone working' and so we have some pretty simple

do's and don't's with the overnight shift. During your induction we'll show you everything you need to know and we'll never let you loose onto your first shift until we (and you) are confident about your role.

Support

As mentioned, you are the only person on duty (sleeping) whilst on shift. However, you're never alone. The Assistant Manager lives on-site (directly across from your room), your colleagues are just downstairs and senior management lives 7 minutes away. We always on hand if you have a question or need further help...or want to vent because a guest has woken you up asking for a cup of tea!

In essence you are the hostel babysitter until Reception staff return in the morning. You are the initial first responder to a guest call. If you can deal with it, brilliant. If you can't then you grab the assistant manager or contact senior management. You are never expected to do anything outside of your comfort zone.

Evening clean

Probably the least favourite part of the shift is the initial evening clean you will need to do of the hostel bathrooms and kitchen. The kitchen closes at 10pm but needs to be cleaned ready for the breakfast session the next morning, and the bathrooms also need to be checked and cleaned ready for the morning use. There is one kitchen, one male, one female and one unisex bathroom to clean, which usually takes about 1-1.5hrs. Sometimes the bathrooms are already super clean and only need a quick wipe down, other times it will take longer.

Alcohol

This is an easy-going shift. However, to be the 'babysitter' of the hostel you cannot be tipsy or drunk whilst on shift. Please do not drink before a shift. An intoxicated person is less likely able to respond to guest calls or an emergency, responsibly or effectively.

Educational stays

As you may have gathered from the Volunteering page we work with a lot of schools (primary and secondary) and colleges. We love schools. They are great to work with plus are generally hassle-free (so you are more or less guaranteed a great night's sleep), but they do like the feeling of safety and security and so we may introduce

you to school trip organisers so they are aware who the overnight contact is.

When a school is staying with us, there will be times when there will be restricted access to some parts of the hostel. For example, the kitchen maybe out of bounds for staff during certain times when our external caterers come in to make the evening meals. Or the lounge may be out of bounds if a school has booked it for a workshop. Will we always warn you in advance of these restrictions.

We also have strict safeguarding guidelines around interacting with members of a school group all of which will be explained at induction. We generally have lots of educational bookings for much of June, July, September and October

Sustainability and green creds

Minimising our ecological footprint is one of our core values and so we only use environmentally-friendly cleaning products. This has the added benefit of not only having fewer negative effects to the environment, but they are also less harmful to your hands/skin versus traditional cleaning products. A win win.

We've won a Gold Green Tourism award, have achieved Plastic-Free accreditation (of course we haven't eliminated all plastic...but ALOT of it!), our building is supplied with only renewable electricity and we have set-up our own carbon-offsetting scheme (we plant lots of trees – in fact we plant a tree for every volunteer who stays with us to offset the carbon impact of your travel to us).

What's provided

We provide you with a pod-bed in our (mixed) staff dorm room.

When on shift you will stay in the staff sleeping room. It's a small, basic room with a basin, single bed, staff phone, video intercom (which connects to the lounge and front entrance intercom) and a TV (yes...with Netflix). You also have access to a small lounge area on the mezzanine in case you'd prefer to lounge during your shift.

All of our volunteers get free use of all the facilities of the building including free tea and coffee all day during reception hours (just help yourself from the café).

You will need to be able to provide your own food and general living expenses. Jobs are a plenty in St Ives during the season.

Cohort, St Ives

Cohort, St Ives is awesome. We're a relaxed, super-friendly and stylish 60-bed hostel housed in an old Wesleyan chapel. We accommodate people from all over the world and it's a great place to stay if you're on a budget (or even if you're not)! We value every visitor through the door - they are all ambassadors for Cohort as it's their experiences that will keep people coming back.

Cohort, St Ives offers a hybrid hospitality concept of hostel accommodation. We are a specialist educational trip accommodation provider and family friendly hostel. In addition, we welcome groups, walkers, backpackers and all other independent travellers (just about everyone really)

We provide high quality pod-bed dormitory accommodation (each bed has its own privacy curtain, USB port, socket and light) and private rooms.

Facilities on-site include FTTP superfast broadband, TV area, self-catering kitchen, private courtyard, football table, cinema screen, communal lounge and small bar/cafe.

We are open for everyone eight months a year from March - October and for group bookings from November - February (though open to general public for New Years - NYE in St Ives is awesome - Google it!).

The hostel was previously a Methodist chapel but in the late 1990's the chapel was sold and split into two buildings becoming the St Ives theatre (our neighbours) and the St Ives backpackers Hostel. Cohort Hostel was born in 2015 after taking over from the St Ives backpackers and then went through a huge period of renovation.

Cohort is a real word; it means 'a gang of people having a shared experience' and that's exactly how we want our guests and you to feel, when you come and stay.

You and Cohort

We are a responsible employer; in return we expect certain qualities from our awesome volunteer team.

You are conscientious and reliable. You are capable of using your

initiative and have a 'no problem' attitude. You are flexible and will do your role to the best of your ability. You know that every job is important, you also know that you are as much a part of Cohort's success as anyone else. If you bump into guests you will enjoy helping them out if they need it, answering questions and, more importantly, saying hi. You must also be pleasant when woken up – the last thing we (or a guest) needs is a grumpy staff member!

Cohort and you

We can't operate our hostel without our amazing work-for-accommodation team. We will do everything we can to make sure you have an awesome time while you are with us. We'll give you free treats and do what we can to make sure your time with us is enjoyable, memorable and enriching. We'll also chuck in a free surf lesson if you'd like to have a go.

The Sleeping shift role is a vital part of our hostel operation. If you need support or help to do your job better we will provide it. If you just need help or support...come and speak to us. Your happiness and wellbeing is paramount.

We also love hearing new ideas as we are always interested in ways we can do things more effectively. Talk to us. We love it!

Fancy joining us for a season?

Its fun

It's a great experience

Live like a local

Surf, sand, sun and sea

Relax and explore

Then get in touch!