

Role overview:

- Night (on-call) support (2 x nights/week)
- Housekeeping shifts (3 x mornings/week)

Night support & Housekeeping



Night Support (sleeping) and housekeeping role

This position involves two elements:

- Night support (on-call) – 2 x evenings/week (from 10pm)
- Housekeeping (morning) – 3 x mornings/week (10am -1pm)

Cohort

Cohort is a 60-bed school residential centre and holiday accommodation provider located in the centre of St Ives, Cornwall.

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

For 42 weeks of the year (school term) we accommodate organised educational groups, and then open up to tourists during school holidays.

The role: Overview

The first part of this role is to act as our duty night support.

We do not have a 24hr reception at Cohort. Reception is open from 8am – 10pm and outside of these hours we provide an on-call member of staff (night support) in the event of a guest emergency. You will cover 2 x night support on-call (sleeping) shifts a week.

The second part of this role is to be part of our housekeeping team three mornings a week. This part of the role includes cleaning and room servicing.

The role: details

Much of the night support role is about having a trusted person on-site. While you are likely to be asleep for majority of your shifts the importance of this role cannot be overstated as you would be the first point of contact if a trip leader or guest needs assistance during the night.

The on-call night shifts start at approx. 9/10pm with a 1-2 hour clean of the washrooms and kitchen. Once reception closes at 10pm, on-call staff will be the first point of contact for any guest emergency. Responsibility ends the next morning at 8am when reception staff arrive to open. This is a sleeping shift and you are not expected stay awake.

Every shift starts with an evening clean of the washrooms 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 washroom 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.

Whilst contacts are not common (on-call staff are contacted on average 2-5 times a month) most are because someone has locked themselves out of their room. You may also get the occasional 1am buzz from the external intercom by someone looking for a bed.

We are not a noisy place. All communal areas are closed off to school guests outside of reception hours but if any guest does decide to spoil the quietness of the building, then they would need to be politely quietened down. Again, this hardly ever happens as school trip leaders usually have their students under strict orders – though you may need to have a word with the teachers sometimes!

At the extreme end of a night disturbance the fire alarm could go off which you would need to respond to. This is very rare but we would train you on how to deal with it. At all times you will have support and assistance nearby. You are never alone. Our Night Warden (who covers the remaining 5 nights a week on-call) lives in the room next to you and will always be on hand to help.

In regards to the housekeeping part of the role, this shift starts at 10am and you will be part of a 3- or 4-person team who will be in charge of room changeovers, room services or cleaning the building.

We're can be a busy place and we'll need you to work your magic to get everything ready for new school arrivals. Some days there'll only be room servicing to do, on others it could be 50 bed changeovers!

Health & safety

The health and safety of you and our guests is paramount. Because overnight 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'ts 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. We'll also go through H&S aspects of the housekeeping shift.

Responsibility (night shift)

The responsibility of this shift lies in that you would be the first point of call for guest assistance.

In a highly unlikely event this could be responding to an emergency evacuation (i.e. fire outbreak). 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. We will cover all this during your induction including what to do when the fire alarm sounds and how to turn it off.

Support (night shift)

Any time overnight if you need support with something then you contact the Night Warden – this is what they are there to do...to support you.

You are the first responder to a guest call until reception staff come in at 8am the next morning. If you can deal with it, brilliant. If you can't then you grab the night warden. You are never expected to do anything outside of your comfort zone.

Alcohol (night shift)

The night support role is an easy-going shift. However, when on-call you cannot be under the influence of alcohol. An intoxicated person is less likely able to respond to guest calls or an emergency, responsibly or effectively.

What's provided

In exchange for 2 x night on-call shifts a week and 3 x housekeeping shifts we'll provide you with free accommodation in the centre of St Ives, Cornwall. This will consist of a pod-bed in our (mixed) staff dorm room and use of all the facilities of the building inc free tea and coffee.

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 and a TV (...with Netflix).

You'll need to provide your own food and general living expenses.

Paid work

As the responsibilities of this role are primarily overnight and several mornings, this does, if you wish, provide you with the opportunity to gain additional paid employment.

There are plenty of opportunities to gain paid work in St Ives. Within an 8 minute of Cohort there are approx. 40-50 shops, bars, cafes and restaurants all searching for staff. Just come armed with a CV and you'll get a job in no time. Equally we can point you in the right direction.

Educational groups (term-time)

We welcoming all manners of educational groups, and specialise in art, geography, geology, activity, eco-trips and primary school residentials.

We host approx. 70-80 school, college and university trips a year. We offer B&B, half board or full board residentials, in addition to supporting group leaders in building trip itineraries. We love schools. They are a great horde to have in the building and teachers are a great bunch to work with.

Due to our work with schools, we implement strict safeguarding guidelines all of which will be explained during induction.

Tourism visitors (school holidays)

During bank holidays and school holidays we open up to general tourism visitors. We accommodate people from all over the world, including families, walkers, backpackers, surfers and solo travellers; well just about

everyone really (but not stag/hen dos and sporting groups - we are very picky about our groups!).

Sustainability and green creds

Minimising the impact our business has on the environment is one of our core objectives. Amongst our many achievements 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 renewable electricity and we have set-up our own tree planting scheme (we plant lots of trees – in fact we plant a tree for every school / guest that stay with us). We are a carbon-neutral business.

Why volunteer with us?

Volunteering for accommodation is a great way to experience living in St Ives and Cornwall, whilst at the same time meeting of like-minded people and making some great friends. If you wish you will also have the opportunity to save money if you choose to

Volunteering offers valuable work experience and is great for your CV.

You and Cohort

We like to think we're responsible and considerate people to work for and in return we require certain qualities from you.

You must be a confident, friendly and professional person who is over the age of 21 years with good communication skills.

You must be happy to respond to calls overnight, in addition to having (or willing to learn) some cleaning and housekeeping skills.

You must be responsible, conscientious and reliable. You are capable of using your initiative and must be confident in dealing with people and be able to respond to a guest issue with politeness and professionalism (customer service skills) – remembering that this could be in the middle of the night. You must also be pleasant when woken up – the last thing we (or a guest) needs is a grumpy staff member!

You must have some cleaning and bed-making wizardry skills or at least willing to learn some.

You must be legally allowed to work in the UK.

Cohort and you

We can't operate 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.

This role is a vital part of our 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.

Fancy joining us for a season?

Then get in touch.