

JOB DESCRIPTION: HOUSE TEAM MEMBER

About us

The Highbury Centre is located in the tranquil and leafy surroundings of Aberdeen Park in Highbury, in the London Borough of Islington. Founded in 1893 as the Foreign Missions Club, this welcoming Christian guest house has given shelter to missionaries, pastors, full time Christian workers and their families for over 100 years.

Vision (What are we aiming for?):

To shine the light of Jesus Christ through hospitality.

Purpose (Why do we exist?):

To provide our guests with a welcoming, comfortable, safe, peaceful, and affordable home to rest, meet, and fellowship.

Values (What do we value?)

Prayer

- We will pray for guidance in making decisions (Acts 1:23–26)
- We will pray for courage to witness for Christ (Acts 4:27–31)
- We will pray as a regular part of our daily ministry (Acts 2:42–47; 3:1; 6:4)

Hospitality

He (Abraham) said, "If I have found favour in your eyes, my lord, do not pass your servant by. Let a little water be brought, and then you may all wash your feet and rest under this tree. Let me get you something to eat, so you can be refreshed and then go on your way—now that you have come to your servant." "Very well," they answered, "do as you say."

Abraham went quickly into the tent to Sarah and said, "Quick! Three seahs of fine flour! Knead it and make cakes." And Abraham ran to the herd and took a calf, tender and good, and gave it to a young man, who prepared it quickly. Then he took curds and milk and the calf that he had prepared and set it before them. And he stood by them under the tree while they ate. (Genesis 18)

What can we learn and put into practice from how Abraham showed hospitality to his guests: Abraham worked hard and quickly to provide the three most important aspects of showing hospitality to a guest:

- He provided a safe place to rest
- He gave them fresh water so they could wash
- He gave them something to eat and drink

We can summarise these actions into 3 simple words: Bed, Bath, and Breakfast and our aim is to provide them to a high standard to welcome guests.

Love

Love is patient and kind; love does not envy or boast; it is not arrogant or rude. It does not insist on its own way; it is not irritable or resentful; it does not rejoice at wrongdoing but rejoices with the truth. Love bears all things, believes all things, hopes all things, endures all things. (1 Corinthians 13:4-7)

Working within a team can be a challenge for many reasons; however, it can also be a rewarding and fulfilling experience. To help us grow and develop as individuals and as a team we aim to live out 1 Corinthians 13: 4-7.

The Role

Job title: House Team Member

Job purpose: The purpose of the role is to maintain a high standard of welcome throughout the house and provide a welcoming, safe environment for all guests, staff, and visitors.

Line Management: House Supervisors > House Manager > General Manager

Location: The Highbury Centre (House and Grounds)

Salary: £25,207 per annum. (Live-In option includes a rent deduction of £425 per month).

Position: Full Time - Permanent

Working Hours: 7 hours per day, 5 days per week, 35 hours per week - You are entitled to a half hour unpaid break during your working day.

Start & finish time: Dependent on relevant work area and rota.

Annual Leave: 28 days, including 8 days bank holiday (Pro-rata)

Pension: Automatic enrolment into a pension scheme with 3% employer contribution

Personal Development Plan (PDP): A PDP will be in place to support you in your role through providing opportunities for training and development relevant to your role.

Role Responsibilities

Our aim is to create a varied and fulfilling working environment whereby your skills and gifts are encouraged and developed through opportunities to work in a variety of roles that meet the needs of our guests. As a member of the House Team, you will work in a combination of two or more of the following areas - depending on the needs of the house:

- **Room Cleaning & Preparation:** Provide a clean and safe welcome to guests and visitors through preparation of the house according to the House Preparation Manual.
- **Administration:** Undertake administration tasks, which may include taking guest bookings and payments, answering phone calls and emails, supplier management, marketing, data management, bookkeeping.
- **Catering:** Provide a warm welcome through the provision of quality home cooked food and refreshments according to the Catering Manual.
- **Maintenance:** Provide a comfortable, peaceful, and safe welcome to all guests and visitors through maintaining the house/ grounds according to the House & Grounds Maintenance Manual.
- **Warden:** Be the first point of contact to welcome guests who arrive late, or guests who may need assistance throughout the night according to the Warden Manual.

As a member of the House Team you will be expected to undertake the following:

- **Health & Safety:** Maintain Health & Safety standards inline with The Highbury Centre Health & Safety policies and procedures to ensure guests, visitors, and staff are safe while staying/ living at The Highbury Centre.
- **Training:** Undertake role specific training courses in order to support you and maintain guest, visitor, and staff safety.
- **Support:** Undertake any additional tasks as directed by the General/ House Manager that help achieve the vision and purpose of The Highbury Centre.

Person specification

Qualifications

- GCSE Maths & English are preferable/ equivalent.

Experience

- Working as part of a team to maintain a high standard of welcome within the hospitality industry.
- Experience in cleaning, catering, maintenance, administration, or hospitality.

Skills & Abilities

- Excellent verbal communication skills (written and spoken English).
- To be thorough and pay attention to detail.
- A desire to help people and provide a welcoming, safe environment.
- Be physically fit and able to undertake hard physical work in an efficient manner.
- Be computer literate and able to learn/ use online software.

Personal Qualities

- Be a practising Christian or sympathetic to the beliefs of christianity and have an understanding of the ethos of The Highbury Centre.
- Passion and commitment to The Highbury Centre Vision, Purpose, and Values.
- Commitment to personal development as well as improving one's own knowledge and skills.
- Willing to receive feedback and respond well to constructive criticism.
- Ability to undertake tasks under your own initiative/ as part of a team as need arises.

Application process

1. Complete the online application form.
2. Upon successful application you will be invited to an informal online interview
3. Upon a successful informal interview you will be invited to attend a formal interview, (including tasks related to the role) at The Highbury Centre.
4. Upon a successful formal interview a job offer may be made subject to references, right to work in the UK and ID verification checks.

Application Closing date: 31/04/2025