

# Franciscan Missionaries of the Divine Motherhood

Charitable Trusts of the Congregation of Franciscan Missionaries of the Divine Motherhood  
Charity Registration Numbers (England and Wales): 232098 (Scotland): SC039352



## Ladywell Mission Statement

In Ladywell our mission is to create a hospitable place, with a peaceful and respectful atmosphere rooted in Gospel values which nurtures life for everyone.

<b>POSITION</b>	Head of Hospitality - 'a home maker'
<b>LOCATION</b>	Based at Ladywell Convent, Godalming
<b>REPORTING TO</b>	General Manager
<b>SALARY SCALE</b>	£26,000 - £29,000
<b>WORKING DAYS</b>	5 days a week - including at least one day over the weekend

## BACKGROUND

Special care is given to our FMDM Sisters who, after years of active ministry in different parts of the world, have now retired. Sisters and staff all play a part in making each community setting a place of welcome, comfort and safety for all who live, work and visit there, so that in everything we do, we witness to Christ's unconditional love reaching out to all. Effective and sensitive communication and right relationships lie at the heart of this role.

In Ladywell there are three quite distinct communities

- ❖ La Verna – a care community – where full support services are required
- ❖ St Clare's – a community – where the need for support services will increase over the coming years.
- ❖ St Francis – a leadership community – minimal support services required.

## **ROLE SUMMARY**

The post-holder will be responsible for

- ❖ The effective delivery of support services for the sisters in their home environment.
- ❖ Supporting the communities in all aspects of their lives together. The degree of support will vary in the different communities but will evolve.
- ❖ The planning, co-ordination and supervision of a small in-house team covering operational duties in relation to cleaning, housekeeping, laundry, stock management and hospitality.
- ❖ Liaison with our contract cleaners.

Generally, the Head of Hospitality **'home maker'** will:

- ❖ Supervise the 'home making' services for Ladywell including;
- ❖ ensuring that the standard of cleaning is to the highest possible level, through routine and periodic deep cleaning, regular inspections, and upkeep and replacement of soft furnishings / linens etc when necessary.
- ❖ Be a direct contact for day to day operations within the delivery of hospitality across the Ladywell Campus.
- ❖ Manage the transport needs of sisters, working with the Care manager and the FMDM Sister who coordinates transport, Ladywell Driver, Transport Schemes and taxi firms.
- ❖ Operate within budgets through effective stock and cost controls, and achieve good productivity through well-managed schedules;
- ❖ Liaising with Sisters and staff team to create a seamless service;
- ❖ Provide feedback and information to your Line Manager, and to the Local FMDM Community Leader where appropriate;
- ❖ Conduct oneself in a manner that conveys respect for every individual in the workplace, and supports quality of care to the Sisters, visitors and staff team through adherence to highest standards of confidentiality, courtesy, accountability, communication, dignity, respect and health & safety.

## **PRINCIPAL DUTIES & RESPONSIBILITIES (although not exhaustive)**

Specific responsibilities attaching to the post include the following:

### **PROFESSIONAL**

#### **ADMINISTRATION**

- Maintain an orderly office that enables and promotes an organised culture
- Accurate and transparent record keeping

#### **BUDGETING**

- To assist with writing and managing the budget within hospitality. Monitor expenditure within your remit.

#### **CLEANING of CONVENT**

- Be the liaison person for the contract cleaners who are responsible for the cleaning of all the public areas of the convent and the bedrooms in the Care Community.
- Schedule the daily tasks for the housekeepers, using the daily /weekly/monthly/periodic checklists. Conduct regular inspections to ensure that the cleaning is being carried out to the correct standard as described in the checklists.
- Carry out routine checks on specified bedrooms and bathrooms across the campus for cleaning using the checklists provided.

#### **CLEANING of HOUSES CLOSE BY AND ASSOCIATED WITH LADYWELL**

- Where necessary arrange for cleaning service to houses within the locality according to Sisters requirements. Ensure periodic checks occur.

- Ensure that sufficient supplies of housekeeping materials are available and that all staff are trained in their correct use.

#### DINING

- Liaise with the kitchens and assist with the planning of menus for day to day needs and 'feast days'
- To agree a 4 weekly menu with the Chef in Charge and to ensure that special dietary requirements are served daily.
- To work with the chef in charge for food service delivery, to include compliance with allergen legislation, food presentation.
- Display weekly menus across the Ladywell campus, and weekly dining sign-up sheets
- Ensure relevant food signage where necessary to assist visitors
- Ensure good condition of all table settings and eating areas

#### EVENTS

- Work with the relevant sisters to organise the setting of the various rooms (e.g. dining rooms, chapel, meeting rooms, sitting rooms and other relevant areas with sufficient and appropriate seating/tables for the numbers attending the event.
- Organise with the Hospitality Community (St Clares), and General Manager events such as funerals, jubilees, Chapter of Mats, staycations, heritage days etc, ensuring they are planned and managed in a way that provides a hospitable welcome and stay for sisters, visitors and members of the public. This includes the organising of accommodation, catering, special needs, decoration and transport when necessary.

#### HOSPITALITY

- Provide support to the FMDM community members in all aspects of hospitality to ensure a warm and hospitable welcome for all guests and visitors, in keeping with the Franciscan charism. Whether pre-planned or unexpected arrivals, ensure that all guests and visitors are greeted on arrival (working with reception staff), are taken to an appropriate waiting area while the Sister(s) being visited are informed of their arrival, and are provided with appropriate refreshments and hospitality, in liaison with the Sister(s) being visited.
- For those guests who are staying overnight, organise, clean and prepare rooms, and create a warm welcome. Maintain records for visitors and fire lists. Liaise with the catering staff for the provision of extra meals required by visitors and guests on arrival and for the duration of their stay.
- Assist in providing support for professional visitors (directions / hospitality etc.) e.g. Physiotherapist, Hairdresser, Doctor, Public Health Nurse, Hospice Nurse.
- To work with the Community Leader to ensure that FMDM Sisters who wish to visit the Convent for events, celebrations, funerals etc. have a point of contact for all arrangements they need to make.

#### LAUNDRY

- Oversee all aspects of the laundry service in the La Verna Care Home, ensuring equipment is cleaned and laundry supplies stocked on a weekly basis. Arrange for the collection/delivery of sisters personal laundry and organise the pressing of it as necessary.
- It is anticipated that this aspect of the role will expand in the future to cover the whole house

#### KITCHENETTES

- Ensure that small kitchens and sitting rooms are kept stocked with appropriate food and beverage, cleaning and consumables, crockery and cutlery. Initially this will mainly only apply to the Care Community.

#### MAINTENANCE

- Carry out routine checks on specified bedroom, bathrooms across the campus for maintenance issues using the checklists provided.
- Ensure that all household maintenance or safety issues identified by you or other staff in the course of your work are reported to the Head of Estates and Buildings promptly for resolution.

## STOCK MANAGEMENT & ORDERING

- Procure within budgetary limits the necessary replacement of towels, bed linen, pillows, blankets, duvets, curtains, soft furnishings etc. (in consultation with the-Community Leader and General Manager).
- Assist with arrangements for purchasing of new furniture and liaising with the Head of Estates and Buildings for maintenance purposes
- Order and issue consumables.

## STOCK, STORE CUPBOARDS & CLEANING UTILITY ROOMS

- Ensure all store cupboards are maintained in a clean and orderly fashion, with stock-on-hand levels recorded; that minimum stock only is held, that all items are kept securely, and that cleaning trolleys are maintained, stocked and serviceable. Periodically check the suppliers for value of service and provisions. Create a stock management system for chemicals and disposables.

## TRAINING

- Responsible for the induction, training of all housekeeping team.

## TEAM PERFORMANCE

- Ensure that the competence and performance of assigned staff are assessed and recorded regularly (at least 6 monthly) and that necessary training and supports are provided to ensure that assigned staff deliver the optimum quality and quantity of service in accordance with their Job Description.

## COMMUNITY

### COMMUNITY COORDINATION IN THE CARE COMMUNITY

- To work with and assist the Care Manager and the FMDM Community Leader to facilitate the smooth running of all aspects of the community.

### DECORATING

- To assist with organising the aesthetics and areas for celebrations, feast days and other events e.g. Christmas, Easter and Funerals. Be responsible for the labelling and storage of decorations ensuring they are 'fit for purpose' for future use.

### ENTERTAINMENT

- Organise, in conjunction with the Care Manager, one-off creative and informative events for the sisters e.g. creative art, keep fit sessions, visits to places of local interest, morning coffee and afternoon tea trips etc.

### RECREATIONAL ITEMS

- Ensure newspapers/magazines are ordered, all board games are tidy and accessible, and that all bookshelves are clean and organised.

### SEWING

- Arrange for the repair and alteration of clothing where appropriate, and the sewing-in of name tapes.

### SISTERS' PERSONAL SHOPPING

- In conjunction with the Care/General Manager, assisting with the sourcing of personal clothing, personal food shopping and requisites for the Sisters who are unable to do their own shopping.

## EDUCATION

- Attend mandatory training days as required e.g. Manual Handling, Fire, First Aid etc.
- Learn required skills in order to widen experience as appropriate.
- Take responsibility for personal and professional development, and undergo further training as required.
- Read, acknowledge and apply policies and education updates in the specified manner.
- Relevant Safeguarding Training

## HEALTH & SAFETY

Comply with Health, Safety and Welfare at Work Act, 2005.

Adhere to the FMDM policies, practices and procedures.

Maintain a safe work environment with due care and attention to safety to yourself and others.

Report incidents and hazards immediately to the Line Manager, and complete all required documentation.

Report faulty equipment promptly and in accordance with policies and practice.

Be a 'responsible person' in times of emergency. I.e fire alarms and evacuation

## PHYSICAL HEALTH

This role requires long periods of time on your feet. There is a requirement to be physically mobile to be able to carry out roles within this job profile.

**The post holder may be required to carry out other duties appropriate to the post as may be assigned by the Line Manager or designee.**

**This job description is a guide to the general range of duties and indicates the main responsibilities of the post. This Job Description will be subject to periodic revision and amendment with the post holder.**

**Single female accommodation may be available where a rent will be charged.**

## KEY RELATIONSHIPS within the post

JOB TITLE	PRIMARY ROLE
<b>Sisters of the Congregation</b>	Community members assigned to the 3 communities
<b>General Manager – LINE MANAGER</b>	Overseeing lay operations across the campus
<b>Care Manager and Assistant</b>	Leading La Verna Care Home
<b>CLT – Congregational Leadership Team</b>	Leaders of global FMDM Congregations and Trustees
<b>FMDM Community Leader</b>	Leading the ministry and communities in Ladywell
<b>Head of Estates and Buildings</b>	Maintenance of fabric of the building and estate

## PERSON SPECIFICATION

**Job Title:** Head of Hospitality 'a home maker'

**Service:** Responsible for the effective delivery of support services for the sisters in their home environment. Supporting the communities in all aspects of their lives together. The degree of support will vary in the different communities but will evolve.  
The planning, co-ordination and supervision of a small in-house team covering operational duties in relation to cleaning, housekeeping, laundry, stock management and hospitality.  
Liaison with our contract cleaners.

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	Good basic education 'O'Level/GCSE Computer literacy (Word, Excel, Internet, outlook) Hospitality Diploma or NVQ within housekeeping/hospitality management. COSHH trained	First Aider Fire Warden Managing Risk (IOSH)
<b>Experience</b>	Supervisor in the hospitality sector. Ability to create a homely environment Experience in leading, training and assessing staff. Experience / knowledge of chemical handling and storage. Experience of operational cleaning in an active 24/7 work environment. Experience of food handling, presentation and service. COSHH Supervising a team, with the ability to trouble shoot and develop a content team.	Working in the voluntary / not-for-profit or charity sector. Some experience or knowledge of Religious community settings Budget management Full English Driving License Sewing skills Duty management
<b>Other Skills/ Knowledge/ Abilities and Attributes</b>	<b>Candidates invited for interview may be required to demonstrate:</b>  Spoken and fluent English Outstanding interpersonal skills offering personal accessibility and approachability Ability to communicate effectively both verbally and in writing Ability to work within a team and with other departmental heads A 'starter – finisher'. Proven ability in change management. Good listening and retention skills Ability to use initiative, be flexible and prioritise workload; take responsibility and be self-motivated A high level of organisational skills The ability to respond to a given situation appropriately and sensitively at any time Have a 'hands on approach' for service delivery	

<p><b>Personal Commitments</b></p>	<p><b>The appointee will be required to</b></p> <ul style="list-style-type: none"> <li>Uphold the Mission and Ethos of the FMDM and our Mission Statement</li> <li>Develop an understanding of, and work within, the structures and organisation of a Catholic Religious Congregation</li> <li>Treat all people with compassion, dignity, hospitality and respect</li> <li>Undergo appropriate training where required</li> <li>Create and promote positive relationships with the Sisters and staff team, fostering and developing a spirit of teamwork</li> <li>Participate in internal committees / teams as requested.</li> <li>Participate in annual Performance and Professional Development Reviews, when implemented.</li> <li>To adopt a professional, efficient and confidential manner.</li> <li>Maintain a high standard of work performance, attendance, appearance and punctuality.</li> <li>To have a high level of confidentiality, honesty and reliability</li> </ul>
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