



**SISTERS OF  
MERCY**  
WORLDWIDE

Today, Sisters of Mercy, through Mercy International Association, use their resources to respond to issues of global poverty demonstrated in the massive displacement of persons worldwide.

## **ROLE DESCRIPTION: HOSPITALITY AND FACILITIES MANAGER**

**ROLE:** Mercy International Centre Hospitality and Facilities Manager

**REPORTS TO:** Assistant Director – Finance & Administration

### **MAIN DUTIES:**

#### Hospitality

- Welcoming guests – presence in house in out of office hours when guests are expected or in residence.
- Night time presence.
- Help as needed with meal time service and tidy up.

#### Facilities Management

- Oversight of kitchen and dining room supplies – ordering and shopping where necessary, in liaison with the Housekeeper.
- Oversight of hygiene standards of kitchen, dining room and guest sitting rooms.
- Liaison with Caterer re menus and delivery of food.
- Preparation of occasional meals for small number of guests.
- Shared responsibility at week-ends and Bank holidays for reception, preparation and service of breakfast and tidy up.
- Checking on readiness of Conference rooms for meetings and programmes.
- Oversight of bedrooms & bathrooms – standard of cleanliness, replacement of furniture or linen, etc.
- Occasional bed room preparation.
- Support for the running of the gift shop – serving, indicating to the Assistant Director when stocks are low, maintaining general good order of shop.

#### Health and Safety

- Review Health and Safety policy and update as required.
- In consultation with Assistant Director, provide in-service for staff in Health and Safety behaviours and procedures.

#### Programme Support

- Tour guiding of centre and forming part of rota that conducts tours.
- Back up support as requested/needed to any member of team or staff.