



Job Description

Hospitality, Events and Catering Traineeship – Live in position

Location	Reports to	Hours	Salary
Bore Place, Chiddingstone TN8 7AR	Marketing, Sales & Business Development Manager Housekeeping Manager	<p>40 hours per week, made up of:</p> <ul style="list-style-type: none"> • 30 hours per week, worked flexibly including weekend and evenings when required. • 10 hours a week traineeship. <p>Provision of free accommodation includes the obligation to provide an out-of- hours on-call service to guests in accordance with the on-call rota, which is roughly equivalent to 2 days in 7.</p>	National Living Wage, plus free accommodation including all bills in a studio flat at Bore Place.

Background information

Bore Place is home to the Commonwork Trust, a charity set in 500 acres of countryside. The Trust encompasses an organic dairy farm and vegetable gardens, short stay venue and conference centre, environmental education centre, as well as programmes providing opportunities for vulnerable and disadvantaged young people. Bore Place is a diverse organisation with opportunities for learning about the environment, countryside, and food through a programme of community and educational events, funded by commercial activities such as weddings, corporate events and rentable accommodation.

At every touchpoint, Bore Place aims to champion our core values of:

SUSTAINABILITY – Bring sustainability to life by demonstrating leadership in the responsible use of resources to enhance long-term environmental, educational, social, and financial value.

INSPIRATION – Provide inspiration and learning through experience by creating an environment and opportunities to enable people to learn, grow and be inspired through their experiences.

COLLABORATION – Making a greater difference together by working collaboratively and inclusively to maximise our potential; a place where all contributions are respected and valued equally. We can achieve more when we work together.

Position summary

Job Description

The objective for this role is to host and deliver a range of events including weddings, corporate events, retreats, holiday accommodation, educational day visits and community events.

This includes, but is not limited to, such duties as:

- Equipment set ups.
- Catering service; light cooking.
- Cleaning and housekeeping.
- Liaison with guests as well as catering and events team members.
- Troubleshooting across all departments.
- Being the host at events.
- Being the on-call contact approximately 7 out of 21 days including one weekend in three for an average 2 days a week.

We aim to ensure the care of all guests and the successful delivery of events held at Bore Place to build our reputation as a premium venue, giving all visitors a sense of being hosted in a 'home-away-from-home' experience.

This is a unique opportunity to make the Bore Place estate your home and become one of our live-in hosts, and an ambassador of our beautiful estate, in the heart of the Kent countryside.

Primary Responsibilities

You will work to deliver an excellent experience for all visitors to Bore Place by working across three departments:

EVENTS & CATERING

- Liaison with the bookings team and clients pre-event.
- Assisting in the events equipment set up and delivery to ensure it exceeds customer expectations.
- Preparing, serving and clearing up after meals and refreshments, and at times providing light cooking for hosted groups on site.

HOUSEKEEPING & HOSTING

- Provide a 'lead host' role at Bore Place for guests staying, or attending an event, at Bore Place.
- Responding to on-site guest requests and enquiries, to ensure guest satisfaction.
- Carrying out and maintaining high standards of cleanliness, working alongside the Housekeeping Team to changeover properties between guests, process linen and provide a janitorial service to our Education centre.

SITE SERVICES

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- Responding to out-of-hours call outs, troubleshooting for guests, locking up after event finishes and dealing with reported emergencies.
- Working in a flexible way, including evenings and weekends, around the visitors and according to the on-call rota.
- Covering reception and admin duties whilst the Sales and Marketing Assistant is on holiday, or when required.
- Responding to reports of property malfunction and equipment breakdown to find solutions proactively and ensure minimal disruption to the guest experience.
- Adhering to health and safety, food hygiene, COSHH and other statutory regulations.

Traineeship – 10 hours a week on average

Your traineeship will cover distinct modules, shadowing members of our team at Bore Place, and offering you the chance to build experience and learnings in the following categories:

Hospitality

- The art of hosting
- Housekeeping
- Customer service

Catering

- Food safety & hygiene
- Food service operations
- Catering and food preparation

Events & Conference Management

- Events planning & set-up
- On-the-day delivery
- Facilities, health & safety and troubleshooting

Management

- Sales and Marketing
- Bookings administration
- Teamworking and employee engagement

Person specification

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We are looking for someone who will undertake their work cheerfully and with enthusiasm; who takes pride in housekeeping and cleaning; who will work efficiently and cooperatively with others; is able to adapt and think on their feet; and enjoys looking after and hosting guests. You care about the environment and are interested in green approaches to hospitality, catering and events to minimise their impact on the environment.

Essential criteria

- A people-person with a drive for exceptional satisfaction levels and passion for customer service.
- Organised, with the ability to juggle different projects and plan accordingly.
- A problem-solver, with the persistence to keep going and willingness to find a way.
- Confident to act independently and make decisions based on your best judgement.
- Hands-on, happy to pitch in with housekeeping and cleaning.
- Able and willing to undertake work that is physical at times.
- Prioritises the safety and security of themselves, staff, guests, and visitors to Bore Place.
- Flexible in their working hours to meet needs of Bore Place with regards to evenings and weekends.
- Interest in the hospitality, facilities and/or service industry

Benefits of working at Bore place

Along with contributing to a charitable organisation that works to support, develop, and educate young people and the wider community, we are proud to offer:

- Free private accommodation on site
- Annual allowance for training and self-development
- Nest contributory pension
- 30 days holiday, exclusive of bank holidays
- Life cover