

Position	Duty Officer
Department	Social Enterprise
Line Manager	Bookings Manager

Objective

To act as the main reception staff for the Hokahanya Inn & Conference Centre and Kick4Life more broadly, and to generally oversee the operations of the Hokahanya Inn & Conference Centre and K4L site on evenings and weekends. Main accountabilities include: building, equipment and site care; customer service delivery; health & safety; administration and finance support; provision and maintenance of cleanliness of Kick4Life Phase 1 and Phase 2 offices and its extensions through performing various cleaning duties; and other duties related to broader Organizational support.

Main Accountabilities

1. Area 1: Building, Equipment & Site Care

- 1.1. Ensure all rooms in Phase 1 and containers are locked and secure in the evenings, with lights and AC off
- 1.2. Be responsible for the general wellbeing of all equipment and buildings on site, ensuring their preventative maintenance and optimal care
- 1.3. Assist the Conferencing and events activities of K4L Social Enterprises by setting up rooms for following day

2. Area 2: Customer Service Delivery

- 2.1. Ensure all rooms in Phase 1 and containers are locked and secure in the evenings, with lights and AC off
- 2.2. Act as the main reception staff for the Hokahanya Inn & Conference Centre and Kick4Life more broadly on night shifts and occasionally day shifts, as needed
- 2.3. Answer reception phone and emails daily and in a manner that is polite, informative and professional
- 2.4. Check in/out guests to the Inn using correct procedures, with timeliness and efficiency
- 2.5. Greet guests warmly, hand out all paper work and keys to guests and ensure they settle into their rooms smoothly
- 2.6. Take bookings for the Inn, No.7 Restaurant and Conference centre (call, mail, walk-ins) and ensure all information is delivered onto the next team of staff on shift
- 2.7. Follow all relevant procedures to create quotes and run sheets, ensuring these contain all of the correct information and forwarding them onto the relevant parties
- 2.8. Resolve customer inquiries and complaints with the highest standard of customer service delivery
- 2.9. Keep guest noise to a minimum and make sure guests are not in any out of bound areas (i.e. 5 a side pitch)

3. Area 3: Cleaning

- 3.1. Sweep, mop, vacuum floors using brooms, mops and vacuum cleaners and scrub, wax and polishes floor, particularly the reception area, kitchenette at particularly the reception area.
- 3.2. Clean and disinfect sinks, counter tops, computers, sinks, tables, chairs, refrigerators in Phase 1 and 2 Offices.
- 3.3. Replenish bathroom supplies when necessary
- 3.4. Dust furniture, equipment, partitions, etc.
- 3.5. Empty waste bins and recyclables and transports them to disposal areas

4. Area 4: Health & Safety

- 4.1. Empty waste bins and recyclables and transports them to disposal areas
- 4.2. Ensure staff and guest compliance with all K4L health and safety policies and procedures
- 4.3. Attend to any emergency situation in First Aid, Health & Safety, Child protection and Fire safety and manage emergency procedures
- 4.4. Regularly check that fire safety and first aid equipment is up to date
- 4.5. Hold keys and be responsible for the control of staff and guest access and general security of the facility
- 4.6. Oversee G4S security staff to ensure regular site checks are made and that the site and guests are kept safe and secure at all times, including their vehicles parked in K4L lots

5. Area 5: Administration & Finance Support

- 5.1. Take payments from guests, update room occupancy, prepare invoices, sell merchandise and input data in line with the approved Financial Regulations and Procedures of K4L
- 5.2. Maintain the Inn Bookings system with relevant and accurate information
- 5.3. Produce a daily room status report to be given to Restaurant and other Inn staff



5.4. Carry out any administration duties as set by SE management

6. Area 6: Other duties

6.1 Support Management initiatives and aid in preparing for performance management

6.2 Assist in Tour implementation and promotion, as requested

6.3 Assist in operational and programmatic fundraising initiatives

6.4 Comply with and uphold all of Kick4Lifes's Policies and Procedures

6.5 Maintain professional conduct at all times

6.6 Undertake such other duties as may be reasonably requested

6.7 Assist in developing systems for broader SE integration, operational improvements and business growth

Qualifications and Experience

Essential:

- Minimum Diploma in Business Administration, Hospitality Management or finance related fields
- Minimum 2 years previous experience in administrative or finance role is preferred
- Familiarity with Hotel bookings and management software

Desirable:

- First Aid Certified
- Strong leadership, motivational and people skills
- Child Protection Trained

Work Based Skills and Competencies

Essential:

- Ability to effectively liaise with multi-disciplinary teams and a variety of stakeholders to achieve goals
- Ability to multitask and work according to set deadlines
- Demonstrates strong verbal and written communication skills in English and Sesotho
- Willingness to work long, flexible hours, including regular weekends and holidays
- Organised and reliable
- Adaptable and solutions-oriented
- Independent
- Service-minded

Desirable:

- Experience in running a restaurant kitchen that is a small business or social enterprise
- A flair and enthusiasm for cooking with fresh, quality and sometimes local ingredients
- Demonstrates a growth mind-set
- Ability to think strategically

Please note: this is a full time hospitality position that requires the employee to work long and often flexible hours, which may include evenings, weekends and holidays.

How to Apply:

If you meet the requirements and are motivated to work helping others in a multicultural environment, please send a CV and Cover Letter explaining your motivation and fit for the role to hr@kick4life.org

Please note that **only** applications received via email will be considered.

Closing Date of applications is Friday, 08th April 2022 by 12:00 pm