

## BodyScape – General Assistant (working in female changing room and public areas) (8 hours)

Location:

BodyScape based at  
Crowne Plaza  
117 Milltown Road,  
Shawsbridge, Belfast,  
BT8 7XP

Department:

Operations

Reports to:

Operations Manager

### About us

Andras Hotels is Northern Ireland's largest hotel group and we are proud to have been at the forefront of hospitality for the past 30 years. We subscribe to the Hospitality Employers Charter, which means we are committed to provide training, development and support to all of our team members. We offer a range of staff benefits and opportunities to grow your career in our fast-growing company.

### What is the job?

This is a crucial role within a dynamic and fast paced environment. Primarily this role will involve working in all areas of the gym ensuring that the entire gym is always fresh and welcoming for our customers. You may assist in other departments to ensure an excellent service to our customers.

### What we offer

- Discounted hotel rates at 6000 hotels worldwide
- Recruit a Friend scheme
- Employee of the Month Award
- Health Care Cash Plan
- Increased annual leave with service
- Discounted rate at BodyScape Health Club, based at Crowne Plaza
- Andras Academy – Training & Development Programmes & progression opportunities within the Andras Hotels Group
- Hotel Incentive Scheme.

## Your day to day

- Achieve individual and departmental targets and objectives
- Clean, prepare and service assigned areas including public areas as per established standards ensuring that the location is clean, pleasant and safe for customers
- Greet all guests, welcome and assist them with any requests, enquires or directions. If you are unable to fully assist them then to refer the request to the Front of house team.
- Storerooms are to be well stocked and kept neat and tidy at all times and locked away at night.
- Advise your supervisor when stock needs to be ordered
- Monitor and control supplies and amenities and minimise waste
- Remove all waste and dirty laundry in accordance with policies and procedures
- Immediately turn in and report any lost property found to your supervisor.
- Ensure that all cleaning equipment and machinery are maintained in working order and report faulty equipment to your supervisor.
- Report any problems with your work area to your supervisor
- Make sure the usage of all cleaning supplies is correct and follow the set standards and instructions.
- Comply with the health, safety, fire, evacuation and security regulation and procedures of the hotel.
- Always operate in a clean and hygienic manner maintaining a good standard of personal hygiene and appearance as well as having a pleasant disposition.
- Perform deep cleaning tasks and special projects if needed
- To provide general assistance and support as part of a team
- To update records via the computer as required
- You will be expected to adopt the hotel brand behaviours.

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## What we need from you

We are looking for a creative team player with the ability to work well with fellow colleagues and who meets the following criteria:



### Essential:

- Previous cleaning experience and knowledge
  - Experience of working in a customer facing environment
  - Ability to work within a Team and also independently
  - High standards of Attention to Detail
  - Strong Time Management skills and flexible with regards to working hours.

### Desirable:

- Previous cleaning experience in a gym setting
- Key holder trained
- Knowledge of using cleaning products in a safe manner
- Knowledge of cleaning procedures including use of equipment e.g. carpet cleaners
- Strong interpersonal and empathy skills and a friendly personality
- A passion for fitness and helping others work towards goals.

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## How do I deliver this?

**We genuinely care about people, and we show this through living the Andras Hotels behaviours.**

- Team Work – work cooperatively and effectively with others
- Positive and “Can Do” attitude – positive, friendly manner with customers and colleagues
- Commitment – “I do what I say”, commitment to do the best in everything I do
- Diversity & Respect – welcome, include and demonstrate respect for all individuals from all groups
- Integrity – honest, respectful and accountable.

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*The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.*

**To apply, please submit your CV by email to [hassistant@andrashouse.co.uk](mailto:hassistant@andrashouse.co.uk)**

