

<b>Job Title:</b>	Government House, Residence and Events Assistant		
<b>Department:</b>	Development & Commercial Services	<b>Section:</b>	Government House
<b>Reports to:</b>	Residence and Events Manager		
<b>Grade:</b>	Falkland Islands Government Grade – G1	<b>Job Code:</b>	750H01
<b>Overall Purpose of the Role</b>			
<p>The Governor’s Residence is high profile and busy, hosting a large number of meetings and community and other events throughout the year. As well as being home to the Governor and his/her family, the Residence also regularly provides guest accommodation for high profile visitors from the UK and elsewhere.</p> <p>Events vary greatly in size and complexity, from regular meetings requiring tea and coffee service, to larger and more complicated events, such as His Majesty the King’s Birthday Party, with over 150 guests.</p> <p>Across all meetings, events, receptions and overnight stays, our ambition is to give guests the very best experience available in the Falklands. Our Residence and Events Assistants are critical to success, and to delivering the quality, standard and professional experience the Governor wants his/her guests to experience.</p> <p>The work is varied, classical hospitality in nature, and will include routine daily, weekly, and monthly cleaning tasks, washing and ironing, preparing rooms for events – and bedrooms for guests – serving food and drinks, be that tea/coffee for office meetings, breakfasts, lunches and/or dinners, and/or receptions. In addition to your routine cleaning and events duties, you will regularly be required to support in the kitchen, including helping prepare/heat-up meals for visiting guests, and for the Governor and his/her family, and in helping keep the professional catering kitchen organised and clean at all times. Ensuring Government House guests have the best possible experience, from the moment they enter the building until the moment they depart, with any unexpected situations calmly and efficiently resolved without fuss, is paramount.</p> <p>As one of a very small GH (Government House) team, the expectation is that you will be organised, efficient and productive, working hand in hand with your colleagues to ensure the smooth daily running of the Residence. All GH staff are required to be flexible, to proactively offer help to colleagues when required, and to respond positively and with a ‘can do’ attitude to unexpected or last-minute requests or changes. Delivering work of the highest standards is important for all members of the GH team. Doing so in a way that is respectful of others - regardless of position or grade - is equally important.</p>			
<b>Key Role Activities</b>			
<p>Under the supervision of the Residence and Events Manager, Government House employs two full time Residence and Events Assistants, who undertake a variety of hospitality tasks across the full range of common hospitality themes as outlined above and below. The duties set out are not intended to be exhaustive or capture every possible aspect of the role, but they should nonetheless give you a clear understanding of the types of regular duties and tasks that are likely to be involved. All GH Residence staff must be ready to carry out other household duties as may reasonably be required by the Residence and Events Manager or by the Governor/Governor’s spouse.</p> <p>As well as sharing these tasks with the other permanent GH Residence and Events Assistant, two part-time assistants also share the responsibilities set out below, with additional casual staff joining for busy periods, specific tasks and event support.</p>			

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<b>Key Role Activities continued</b>	
<p><b>You will be involved in the following key activities:</b></p> <p><b>Cleaning (35%)</b></p> <ul style="list-style-type: none"> <li>• Clean and maintain all floors and carpets in the Residence, including stairs and mantels (hoover/mop/wax/polish as required).</li> <li>• Clean all restrooms daily (hourly when receptions are taking place). Ensure soaps and hand towels are replenished frequently.</li> <li>• Clean family and guest bathrooms and bedrooms on a schedule agreed with the Governor/overnight visitors.</li> <li>• Clean the dining room and furniture daily. Ensure table and chairs are kept to a high standard.</li> <li>• Clean accessible windows as and when required, both inside and out, including cleaning window trims and sills.</li> <li>• Clean doors and doorframes, skirting boards.</li> <li>• Clean the service areas i.e. laundry, staff restrooms, corridors, storerooms.</li> <li>• Polishing, cleaning of silver, brass and copperware.</li> <li>• Clean GH offices, including bathrooms, kitchenette, hoovering and dusting.</li> <li>• Clean outside areas as and when required.</li> <li>• Keep cleaning materials in order and well stocked. Buy/restock under the supervision of the Residence and Events Manager when required.</li> </ul> <p><b>Tidying and Organising (20%)</b></p> <ul style="list-style-type: none"> <li>• Keep all furniture/floor coverings and objects in the correct places at all times, i.e. after dusting/cleaning surfaces ensure are placed back in the correct place.</li> <li>• Turn and plump sofa and scatter cushions after each meeting/event. Ensure picture frames and lampshades are aligned after dusting. Re-place/align coffee table books as required.</li> <li>• Before guest arrival, ensure all guest rooms and the guest office are freshened up and that any additional items are placed in the room, i.e. flowers, jug of water, fruit, Chef's plate etc.</li> <li>• Ensure guest rooms are refreshed each morning after guests leave for the day, with bathroom supplies, water etc. refreshed/replenished as required. Ensure bedding is always freshly laundered.</li> <li>• Ensure the coffee / snack station in the guest office is regularly replenished</li> </ul> <p><b>Laundry (20%)</b></p> <ul style="list-style-type: none"> <li>• Launder the Residence linen and press/steam (tablecloths, napkins, restroom hand towels, bedding, towelling and other guest/hospitality items).</li> <li>• Launder and press the Governor's/family's and overnight guests' laundry.</li> <li>• Ensure all seating areas are cleaned of any stains, and any spills on furnishings/carpets are promptly removed.</li> <li>• Coordinate external laundry services when needed, including dry cleaning drop off and collection.</li> <li>• Keep linens inventory up to date and report any necessary replacements to the Resident and Events Manager.</li> </ul> <p><b>Events Related Activities (20%)</b></p> <ul style="list-style-type: none"> <li>• With the other Residence and Events Assistants, undertake butler/acting as Head waiter/waitress for all official functions to ensure guests are well catered for and events run smoothly and the Residence is clean and tidy after each event.</li> <li>• Assist with the preparation of spaces before events/receptions. To include setting up tables and place settings.</li> <li>• Assist the Chef in the kitchen where required, including meal preparation and cleaning.</li> <li>• Report any maintenance requests to the Residence and Events Manager for action. Record in the Maintenance Log for action.</li> <li>• Serve food/beverages to guests/the Governor and family.</li> <li>• Create and replenish flower arrangements to ensure they are always looking presentable and fresh.</li> <li>• Keep all glassware, cutlery, plates, and silverware clean. Report any breakages to the Residence and Events Manager.</li> </ul>	

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<b>Key Role Activities continued</b>	
<p><b>Learning and Development (5%)</b></p> <ul style="list-style-type: none"> <li>Actively participate in meetings of interest for your position.</li> <li>Identify opportunities to improve your skills and develop new ones that benefit your work.</li> <li>Attend teaching, training and development events organised by the Residence and Events Manager.</li> <li>Actively participate in the performance, development, and qualification procedure.</li> <li>Apply the FCDO and FIG rules and guidelines at all times.</li> </ul> <p><b>The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIG commensurate with your role and grade.</b></p>	
<b>Additional Information</b>	
<p>Given the nature of the work, and the fact that Government House hosts the Governor’s family and guests, including senior Ministers, politicians and, occasionally, members of the Royal Family, utmost discretion and confidentiality is paramount at all times.</p> <p>Willingness to work outside of standard working hours as required to meet operational needs.</p> <p>A GH Allowance is included in the total compensation package offered for this role reflecting the need for flexibility, the sensitive nature of the working environment, and regular requirements for lunchtime/evening and weekend work. TOIL will be given for hours worked in excess of the 45 contracted hours per week.</p> <p>Please note the position can sometimes be physically demanding, requiring small scale domestic moving and handling, and regular periods on your feet when preparing for and serving at events.</p> <p>A high level of written and spoken English is required.</p>	

Person Specification:	Government House, Residence and Events Assistant		
Criteria	Essential	Desirable	Assessment Method
<b>Knowledge, Skills &amp; Experience</b>			
Communicate clearly and professionally with people at all levels. Demonstrate effective communication skills in the primary language (English) required for the role.	✓		A/I/R
Experience in Customer Care skills.	✓		I/R
Be discreet and sensitive to the need for complete confidentiality.	✓		I/R
Be calm under pressure and when dealing with colleagues and visitors.	✓		I/R
Relevant experience of waiting at tables in a hotel or restaurant.		✓	A/R
Knowledge of the care of antique furniture and other items.		✓	A/I/R
<b>Personal Attributes:</b>			
Align with FIGs Core Values – Diverse, Professional, Resilient & Resourceful	☐		A/I/R
The post holder will be expected to present a professional image at all times whilst on duty and to comply with any uniform dress code and appearance requirements associated with the role	✓		I
Maintain a professional and courteous demeanour in the workplace at all times	✓		I/R
Have a helpful and considerate approach towards visitors and work colleagues.	✓		I/R
Be trustworthy, a good timekeeper and demonstrate a flexible approach to work.	✓		I/R
Be motivated and capable of using initiative, and they will also be able to work alone and as part of a team.	✓		I/R
Demonstrate honesty, reliability, and integrity, and discretion in handling all confidential matters	✓		I/R
<b>Note to Applicants:</b> Please ensure that you demonstrate your ability to meet the requirements of the job in your application form by giving clear, concise examples of how you meet each criterion.			

**Method of assessment:**

A - Application Form    I - Selection Interview    R – Reference    O - Other