



## Job Description

<b>JOB TITLE:</b>	Welcome Host
<b>ROLE &amp; RESPONSIBILITY:</b>	The Welcome Host is responsible for providing a warm, professional welcome to all users of Fermanagh House while ensuring the building is maintained to a high standard of cleanliness, safety, and presentation. The role involves close teamwork, respect for confidentiality, and a proactive approach to supporting the daily operations of the facility.
<b>HOURS:</b>	20 hours per week: (Monday, Wednesday, Thursday & Saturday 9am – 2pm)
<b>LOCATION:</b>	Fermanagh House, Broadmeadow, Enniskillen
<b>RENUMERATION:</b>	£12.60 per hour (20 hours per week) <i>increasing to £13.45 from 01 April 2026</i>
<b>ACCOUNTABLE TO:</b>	Centre Manager
<b>DURATION:</b>	Part Time - (subject to satisfactory completion of probationary period)
<b>WHAT WE OFFER:</b>	<ul style="list-style-type: none"><li>• Contribution to Personal Pension</li><li>• Health Insurance</li><li>• Uniform</li></ul>

## Key Responsibilities

### Customer Service & Front-of-House:

- Welcome, greet, and assist all users of Fermanagh House in a friendly and professional manner.
- Provide hospitality services for groups and meetings as required.
- Work collaboratively with colleagues to ensure a smooth and efficient service.
- Maintain confidentiality regarding clients, staff, and organisational matters.

## **Room Setup & Event Support**

- Arrange rooms for meetings, conferences, and events, including setting out chairs, tables, and equipment.
- Ensure rooms are clean, tidy, and reset promptly after use.
- Assist with hospitality arrangements as instructed.

## **Cleaning & Building Maintenance**

- Carry out general cleaning duties throughout the building, including toilets, storerooms, and floors.
- Clean and store equipment appropriately after use.
- Perform daily and weekly cleaning tasks, including: dust control, mopping, and vacuuming
- Damp mopping hard floors
- Vacuuming and shampooing carpets and upholstered furniture
- Cleaning lift, staircases, furniture, fittings, ledges, and equipment
- Cleaning telephones, mirrors, ashtrays, and waste bins
- Cleaning sanitary areas (WC bowls, urinals, etc.)
- Cleaning surfaces, paintwork, tiles, etc

## **Facilities & Operational Support**

- Check deliveries and store domestic supplies appropriately.
- Bag waste, remove rubbish, and place for collection.
- Report any required repairs to fabric, furniture, fittings, or equipment to the Line Manager.
- Replenish supplies such as toilet rolls, soap, and paper towels.
- Follow all cleaning methods and procedures as instructed.
- Regulate the heating system, ensure proper functioning.
- Secure and close the building as required.

## **Other Duties**

- Undertake any other reasonable duties as required to support the smooth running of Fermanagh House.