

## JOB DESCRIPTION

<b>JOB TITLE</b>	Assistant Duty Manager
<b>LOCATION</b>	IOU Hostel, Hebden Bridge
<b>PURPOSE</b>	Responsible for assisting with the day-to-day running of the hostel
<b>REPORTS TO</b>	Duty Manager
<b>DIRECT REPORTS</b>	None
<b>INTERFACES</b>	<ul style="list-style-type: none"> <li>▪ Hostel Manager</li> <li>▪ Duty Manager</li> <li>▪ Artist in Residence</li> <li>▪ IOU Staff</li> </ul>
<b>RESPONSIBILITIES, ACCOUNTABILITIES AND KEY TASKS</b>	
<b>Key Responsibility One – Housekeeping</b> <ul style="list-style-type: none"> <li>• Undertake and coordinate daily cleaning tasks, laundry prep</li> <li>• Restocking supplies</li> <li>• Ensure exceptional standards of cleanliness across all guest rooms and communal areas</li> <li>• Oversee waste disposal and recycling procedures</li> <li>• Maintain kitchen and outdoor spaces, including plant care</li> <li>• Support catering/kitchen compliance when used for events and group bookings and assist in the preparation of food and drinks (when required) with warmth, hospitality and pride that influences more sales.</li> <li>• Support events, group hires and artists-in-residence with housekeeping duties</li> </ul>	
<b>Key Responsibility Two – Guest Management Support</b> <ul style="list-style-type: none"> <li>• Check bookings system (Beds24), self check-in communications and guest queries (training given)</li> <li>• Handle feedback, and ensure a smooth digital check-in experience</li> <li>• Act as a welcoming and proactive team member</li> <li>• Monitor and respond to emails and phone messages promptly</li> </ul>	
<b>Key Results Area Three – Operational Support</b> <ul style="list-style-type: none"> <li>• Support daily operational tasks and emergency on-call duties</li> <li>• Help with staff rota coordination</li> <li>• Carry out routine health &amp; safety, fire safety, and environmental checks</li> <li>• Log maintenance issues</li> <li>• Implement hostel policies and procedures</li> <li>• Assist in training new staff and volunteers</li> </ul>	
<b>PERSON SPECIFICATION</b>	

## Essential

- Proven experience in cleaning and housekeeping duties for hostel/hotel or Airbnb settings
- Experience in hospitality settings
- Confident using booking and admin systems (e.g. Beds24, Booking.com, Airbnb and willing to undertake training)
- Experience working as part of a team
- Understanding of health & safety and safeguarding procedures
- Good time keeping and reliable
- Ability to remain calm under pressure and resolve guest issues
- Comfortable working independently and making decisions on shift
- Flexibility to work a mix of daytimes, occasional evenings and emergency on-call availability

## Desirable

- Experience with eco-friendly cleaning or sustainable hospitality practices
- Familiarity with the arts, creative residencies or cultural venues
- Interest or experience in digital communications or social media
- Qualified (or willing to train) in First Aid, Health & Safety, and Safeguarding

## EMPLOYMENT DETAILS

**Hours:** 12 hours per week (shift work)

**Salary:** £12.60 per hour / £7,862.40 per year (based on 12 hrs/week typically 3-4 hours/day across 3-4 days, (including weekends, emergency on-call shifts and occasional evenings)

**Hours:** Usually from 11am.

**Benefits:** Pension

**Location:** IOU Hostel, Hebden Bridge

**Start:** 1 September 2025 (or before)

## APPLICATION DETAILS

**Deadline:** 14 July 2025

**Interviews:** W/C Monday 28 July

**Start Date:** 1 September 2025 (or before)

**APPLY ONLINE [HERE](#)**

The responsibilities reflect the core activities of the role and are not intended to be exhaustive. Other activities or duties may be required, or changes in emphasis needed, from time to time to meet IOU's needs and it is expected that the role-holder will adopt a flexible approach in this respect. All roles and responsibilities are regularly reviewed and revised where necessary to ensure that our organisation's needs continue to be addressed.