

Candidate Information Pack

Hostel Assistants – Hostelling International NI ‘Whitepark Bay Hostel’ (Antrim North Coast)

December 2024

1. Foreword from the Executive Council

I appreciate your interest in Hostelling International Northern Ireland (HINI) and the **Hostel Assistant** position at our Whitepark Bay Hostel (North Coast). The successful candidates will be committed, ambitious, and experienced and will support the work of the Hostel Manager / Assistant Manager and staff team in the day-to-day operations at our Whitepark Bay Hostel

The Hostel Assistants will join the organisation at an exciting time as we work to modernise our business and enhance awareness of our brand in Northern Ireland and further afield.

If this sounds like an exciting opportunity, and you have the experience and skills we need at our Whitepark Bay Hostel, we look forward to welcoming your application.

Anne Cahill

Vice Chair of the Executive Council

2. About Hostelling International Northern Ireland

History, Mission, and Values

Hostelling International Northern Ireland (HINI) is a not-for-profit organisation providing Hostel accommodation in Northern Ireland.

We are one of the founding members of Hostelling International, the largest Hostel organisation in the world. It has approximately 2,650 youth hostels and 60 member associations, providing high-standard accommodation to world travellers.

Membership of HINI is a passport to all hostels within the network and entitles individuals to thousands of benefits and discounted overnight stays. Our hostels comply with Hostelling International's brand standards, assuring travellers get clean, safe, comfortable, and affordable accommodation with a friendly welcome.

As an organisation, HINI aims to give people of all ages from all over the world, especially those of limited means, the opportunity to experience, appreciate, and gain a wider understanding of Northern Ireland by providing affordable accommodation on their travels.

Organisation Structure

Our head office is 22 Donegall Road, Belfast, BT12 5JN.

We operate two Hostels in Northern Ireland, Belfast, and White Park Bay. Hostel Managers have responsibility for the individual Hostels and each reports to our Chief Executive Officer.

3. Hostel Assistant Whitepark Bay (North Coast) – Job Description

Job Title	Hostel Assistant – Whitepark Bay Hostel (North Coast)
Responsible To	Hostel Manager / Assistant Manager
Date of Role Profile	January 2025

Purpose of Role	This is an exciting opportunity to be involved in an organisation that provides experiences and opportunities through hostelling activities and community engagement. The Hostel Assistant will support the work of the Manager and staff team on day-to-day operations within the Whitepark Hostel.

Main Accountabilities

The Hostel Assistant will support the work of the Hostel Manager / Assistant Manager. They will respond to hostel guests and prospective customers in person, by telephone, email, and online. They will support the manager/assistant, and wider staff team, in the hostel's day-to-day operations.

The **Key tasks** of this role will include:

- Welcoming guests and checking their details against their bookings, taking messages, and delivering them.
- Allocating guest's rooms and provision of keys.
- Perform cleaning duties in all guest areas, rooms and back of house.
- Consistently offers professional, friendly, and engaging service.
- Respond timely to guests' special requests for miscellaneous items
- Operation of HINI's computerised booking system, working with booking.com and hostelworld.com.
- Completing administrative tasks including recording post/mail, filing and photocopying, and maintaining administrative records including health and safety reports.
- Responding to requests for help and information from customers.

- Preparing room bills and ensuring prompt payments for customers.
- Checking guests out, taking payments and returning deposits to customers.
- Working directly with the Fire Marshall on site, including all tasks associated with Health & Safety.
- Assists other departments when needed to ensure optimum service to guests.
- Comply with all HINI policies, procedures, and guidelines.
- Perform any other reasonable duties and tasks assigned by management

Please note this job description is provided for illustrative purposes only. The successful candidate will be required to carry out any other reasonable duties as required by the post and as directed by Management.

4. Person Specification

Essential Criteria
<ul style="list-style-type: none"> • Experience in customer service and engaging with potential customers and guests. • Experience with booking systems and undertake administrative tasks assigned by the Manager/Assistant Manager. • Knowledge of Health & Safety in the workplace. • Experience in requests for help and information from customers. • Excellent communication and organisational skills. • Strong interpersonal and problem-solving abilities. • Highly responsible & reliable. • Flexibility and ability to work cohesively as part of a team. • Prior experience is preferable but not essential.
Desirable Criteria
<ul style="list-style-type: none"> • Experience in hospitality, tourism, and accommodation sector or equivalent.

Please note.

The Panel reserves the right to enhance the shortlisting criteria, as appropriate, in the event of a large volume of applications.

5. Application Process

Applicants must complete the application form and equal opportunities forms provided and returned via email no later than **4 pm on Tuesday 14th January 2025** and email it to **office@hini.org.uk**

Applicants should ensure they have returned:

- **Completed Application Form**
- **Completed Equal Opportunities Statement**

Please note, that the candidate must demonstrate clearly how they meet the criteria. The shortlisting panel cannot make presumptions about information that is not listed directly or that is ambiguous.

Applications received after the deadline will not be considered.

6. Recruitment Process

Should candidates meet shortlisting criteria they will be invited to participate in a selection and assessment process.

Candidates will be required to demonstrate during the selection and assessment process that they satisfy the core requirements of the post as set out in the job description and person specification.

If a candidate is invited to interview and is unavailable on the proposed date and time due to reasons beyond their control, the panel will try to accommodate an alternative arrangement subject to their availability, however, this may not be possible and is not guaranteed unless an adjustment is required by the Disability Discrimination Act 1995.

7. Terms and Conditions of Employment

1. Two-year fixed-term contract with a possible permanent contract pending review.
2. Salary: £12 per hour
3. Contracted Hours of work: Between 16 – 27 hours per week with flexibility & weekends:
 - **Afternoon Shift & Weekends 2.30 pm – 11 pm**
 - **Night Shift & Weekends 10.30 pm – 8 am**
4. Paid annual leave pro rata and 10 statutory bank holidays
5. Location – Whitepark Bay Hostel, 157 Whitepark Rd, Ballintoy, Ballycastle BT54 6NH.