

## **Hostel Managers Job Description – August 2023**

### **SECTION A**

POSITION: Palmerston North Baptist Student Hostel & Flats Manager

REPORTS TO: Hostel Board of Trustees

DIRECT REPORTS: Resident Assistants (Senior Students), Cook

LOCATION: Palmerston North

### **SECTION B**

**POSITION OBJECTIVE:** Pastoral care of students by managers is vital to promoting a positive living environment and fostering a sense of community among residents. The managers are responsible for overseeing daily operations, including selecting students, ensuring residents' safety and security, coordinating staff, managing financial matters, maintaining accurate records, ensuring compliance with regulations and policies, providing nutritious and varied meals, housekeeping, responding to resident complaints and inquiries, managing the upkeep of the facility.

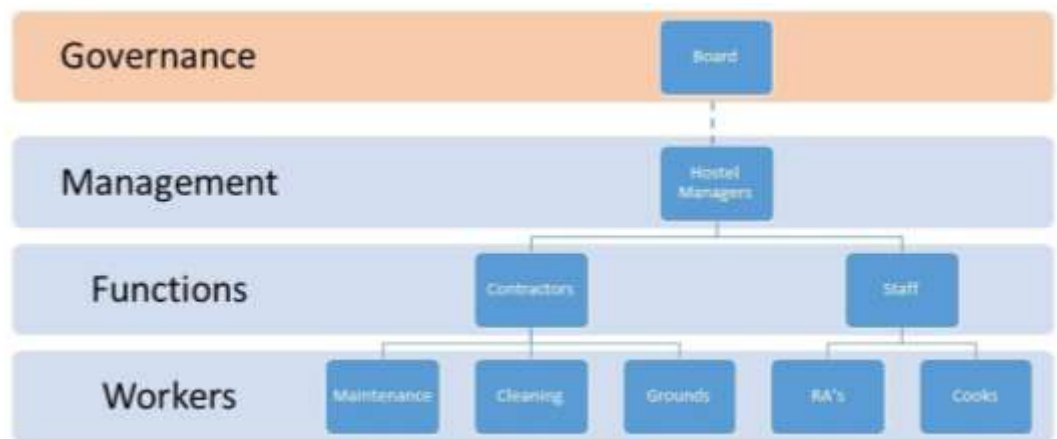
**NATURE AND SCOPE:** The Baptist Student Hostel provides a place where students can transition from home into full-time study in a safe and caring environment that has an ethos of Christian values. It offers a fully catered hostel and stand-alone flatting options for up to 46 students. The Hostel is administered by a Board of Trustees. The mission of the Hostel is "to provide a place where students can transition from home into full-time study in a safe and caring environment that has an ethos of Christian values with a fully catered Hostel and stand-alone flatting options."

**FUNCTIONAL RELATIONSHIPS:**

<b>Internally</b>	<ul style="list-style-type: none"><li>• Students</li><li>• Parents/Whānau</li><li>• Board of Trustees</li><li>• Resident Assistants (Senior students)</li><li>• Cook</li></ul>
<b>Externally</b>	<ul style="list-style-type: none"><li>• Accountant (CATAS &amp; Auditor)</li><li>• Solicitor</li><li>• Contractors</li><li>• Suppliers</li><li>• Wider Community &amp; Local Churches</li></ul>

- Tertiary Institutions and Support Agencies

## ORGANISATIONAL STRUCTURE:



## SECTION C

### KEY TASKS AND SPECIFIC ACCOUNTABILITIES

#### 1. Day to Day Duties

To ensure daily and weekly duties are carried out.

##### Expected Results:

- The hostel provides one hot meal each week day and two each weekend day. The hostel further provides food for the student to make their own breakfasts and lunches.
- All meals are of a high nutritional standard and are planned, prepared and provided for all students every day within budget constraints.
- The 5 week menu cycle is planned every six weeks and followed at all times.
- All food is prepared in accordance with NZ food hygiene and safety standards.
- All daily task lists for all housekeeping are complete (see appendix A).
- Room inspections are conducted in accordance with the Conditions of Residency policy.
- There are less than two written complaints per year from students over the above responsibilities.
- The senior students carry out their duties and responsibilities daily.

#### 2. Maintenance of Property

To proactively keep the Hostel and flats in a clean and tidy state of maintenance to ensure all facilities and functions are working at all times and abide by all Health & Safety

regulations.

### **Expected Results:**

- a. All facilities are functioning at 100% capacity at all times.
- b. Maintenance task lists for the Hostel and Flats are completed monthly and annually.
- c. An annual maintenance plan for the Hostel and Flats is written out and presented to the board two months prior to the annual general meeting.
- d. All facilities are cleaned to the cleaning schedule and standards are maintained.
- e. Hostel and Flats grounds are clipped, clean from debris and functional.
- f. Simple repairs are carried out by the Manager in a timely manner.
- g. Trades people are called for maintenance when required.
- h. Annual property inspection with Property Brokers is complete and recorded in the register.

### **3. Administration/Record Keeping and Finances**

To manage the Hostels administration and finances in line with the Boards expectations.

### **Expected Results:**

- a. All accounts payable are paid before or on the 20th of each month when they are due.
- b. Code analysis is 100% accurate and completed by the second week of the following month as requested by the Accountant
- c. All goods and consumable purchases for the Hostel are purchased through the appropriate account every time.
- d. Any goods and consumable purchases over \$1000 outside of normal budgets for the hostel is authorised by the Board.
- e. All hostel payments and rents are recorded 100% accurately in the accounting package and money is banked within 5 days from when it was received.
- f. All new student and flat applications are complete by October and deposits are banked. Orientation is carried out for every student.
- g. All flat contracts, retainers and bonds are 100% up-to-date and 3 monthly inspections are carried out.
- h. All tenancies are checked on the 1st September for re-occupation or termination.
- i. Monthly Manager reports are provided for the Board a week before the Board meeting date.
- j. All budgets are adhered to. Monthly Board meetings are attended.

### **4. Pastoral Care of Students**

To ensure all students are appropriately supported, nurtured, mentored in the Christian faith.

### **Expected Results:**

- a. Any dietary requirements for students are written in the kitchen register and are incorporated in their daily meals.
- b. While on duty the managers are available to students at all times to talk, guide and support their lives while they are residents at the Hostel.
- c. Any external professional support is sought immediately on behalf of the student when required or permission is given.
- d. Families are contacted every time where there are concerns for safety and wellbeing.
- e. There are less than two complaints per year from students.

## **5. Health & Safety**

To maintain all health and safety practices, means, methods and operations for the Hostel.

### **Expected Results:**

- a. All operations comply with health and safety policies and procedures.
- b. Documented hazard register and effective hazard management is produced and updated monthly.
- c. All practicable steps are taken all of the time to eliminate, isolate, or minimise hazards.
- d. Additional support and expertise is sought as and when necessary for the management of hazards.
- e. Health & safety problems are resolved within 10 days of identification.
- f. All accidents/incidents are reported, recorded and investigated within two hours.
- g. Fire drills and lockdown drills are recorded and carried out every six months including routine monthly checks of all fire equipment.
- h. The IPQ inspector is booked for monthly and annual inspections.

## **6. Other Duties**

There will on occasion be certain tasks that are beyond the scope of this job description that will require completion. The Board will direct such tasks that are within your capability to you and these directions will not be unreasonably refused.

## SECTION D

### PERSONAL SPECIFICATION

ESSENTIAL	DESIRABLE
<b>Qualifications</b>	
<ul style="list-style-type: none"><li>• Current First Aid Certificate</li></ul>	<ul style="list-style-type: none"><li>• Qualified Cook or Chef</li><li>• Qualification in Counselling</li></ul>
<b>Experience</b>	
<ul style="list-style-type: none"><li>• Minimum 2 years' experience cooking regularly for large groups</li><li>• Minimum 3 years' cleaning experience</li><li>• A long term member of a local church</li></ul>	<ul style="list-style-type: none"><li>• Youth ministry worker through a local church</li><li>• 2+ years cooking in a commercial kitchen environment</li><li>• Active member of the Baptist Church or organisation</li></ul>
<b>Skills, Knowledge, and Ability</b>	
<ul style="list-style-type: none"><li>• Class 1 Drivers licence</li><li>• Able to conduct yourself in accordance with the Baptist's code of ethics</li><li>• Have knowledge of the culture and function of a Christian business</li><li>• Excellent written, verbal and listening skills</li><li>• Proven leadership skills</li><li>• Proven organisation and coordination skills</li><li>• Proven planning skills</li><li>• Ability to effectively interact and relate to youth in an appropriate manner</li><li>• Ability to seek practical solutions to problems</li><li>• Ability to work in a noisy, fast paced environment</li><li>• Ability to prioritise and to make changes to suit a variety of situations</li></ul>	<ul style="list-style-type: none"><li>• Understanding of Te Reo Māori</li></ul>
<b>Personal Attributes</b>	
<ul style="list-style-type: none"><li>• 'Safety First' attitude</li><li>• Compassionate</li><li>• Consistent with youth</li><li>• Team player and role model</li></ul>	

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| <ul style="list-style-type: none"> <li>• Honest, reliable and punctual</li> <li>• Flexible attitude</li> <li>• Quality focus</li> <li>• Willingness to learn and develop</li> <li>• Innovative and creative</li> </ul> |  |
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## APPENDIX A

### Task lists

#### Housekeeping

1. Laundry room is cleaned and restocked daily
2. Corridors are clear of rubbish daily and vacuum as required
3. Rubbish and recycling is done daily
4. Bathrooms and toilets are cleaned and restocked daily
5. Bedroom linen is collected, and replaced weekly
6. Linen is ready for supplier pick up every Tuesday

#### Kitchen & Dining

1. Cleaning schedule is completed every day
2. Always buy seasonal produce
3. Shop and order supplies for quality and best price and keep within budget at all times

Inside Maintenance is completed as and when required

#### Outside Maintenance

1. Lawns are mowed weekly (fortnightly in winter)
2. Shrubs and plants are pruned and maintained
3. Gardens are keep free of weeds
4. Gutters are cleaned monthly
5. Buildings have no broken windows, peeling paint, mould, rot or leaks

#### End of Year Maintenance (complete over Nov- Jan)

1. Surfaces the need painting are done
2. Any ripped wallpaper is replaced
3. All doors and locks are in working order
4. Blankets, mattress protectors and sheer curtains are washed annually
5. Each room is inspected from the maintenance program checklist