



Position Description
Guest Services and Administration Assistant, BXVI Retreat Centre

Reporting to:	Operations Manager, Benedict XVI Retreat Centre General Manager, Benedict XVI Retreat Centre
Department:	Benedict XVI Retreat Centre
Location:	Grose Wold
Employment Status:	Full-Time
Modern Award Coverage and Classification:	Hospitality Industry (General) Award 2020 Guest Service Grade 2

The Position:

Benedict XVI (BXVI) Retreat Centre is an initiative of the Archdiocese of Sydney (the Archdiocese) and Sydney Catholic Schools.

BXVI Retreat Centre provides a peaceful bushland retreat setting in which members of the Catholic community can explore and deepen their faith and their commitment to Christ and the mission of His Church.

BXVI is a purpose-built retreat centre for schools, parishes, agencies, religious orders, communities and movements and other groups. Established by the Archdiocese as a facility to support an expanded retreat program throughout the Archdiocese.

The primary purpose of the Guest Services and Administration Officer is to provide high quality services for all guests and assist BXVI staff in accordance with the group booking planner and operational guidelines.

- Responsibilities:**
- The Guest Services and Administration Officer is accountable for the following:
- Provide a high level of customer service at all times including being first point of contact to guests visiting the reception area
 - Assist the Operations Supervisor arrange all hospitality services areas across the Centre for groups onsite, including
 - Ensure the dining hall, and guest areas, inside and outdoors, (such as floors, equipment, bins emptied, and service items) are clean and stocked at all times
 - Set up service areas in a timely manner for meals as scheduled, and the serving of meals as required
 - Arrange AV for halls and meeting rooms, in accordance with guest requirements
 - Support with preparing, serving, and clearing of any functions as required

- Assist the General Manager with ensuring BXVI Safeguarding requirements are being met
- Assist Reservations Manager manage customer enquiries and guest bookings
- Report any issues, breakages, maintenance, or items needing attention immediately
- Maintain the Chapel and Sacristy as required
- Maintain activity and sporting equipment, ensuring broken or worn equipment is repaired or replaced and all equipment is in safe working order
- Responsible for the Workplace, Health and Safety (WHS) of the guests at the Centre, including reporting any WHS incidents, concerns or issues that may occur
- In the event of an emergency, follow the BXVI Emergency Management Plan
- Other duties as requested from time to time

Inter-relationships: The Guest Services and Administration Officer interacts with the following internal and external groups:

- BXVI employees and contracted workers to the Centre
- Guests and visitors of the Centre
- Sydney Catholic Schools (both individual schools and Sydney Catholic Schools offices) and other Diocesan Schools, such as those of surrounding Dioceses
- Parish Priests and parish staff
- CAS Chancery team members
- Suppliers of the Archdiocese
- Other internal or external parties as required

Qualifications and Experience:

The ideal Guest Services and Administration Officer will have:

- A personal and demonstrated commitment to the ethos and values of the Catholic Church
- Current NSW Working With Children Check clearance (or willing to obtain)
- Driver's licence and own car
- Current CPR and First Aid certifications (or willing to obtain)
- Proficiency in Microsoft Office Suite

Attributes:

The Guest Services and Administration Officer will demonstrate the following attributes:

- Professional manner and presentation

- Strong service orientated focus to enable a positive client experience
- Ability to use sound judgement when dealing with people and issues and exercise discretion
- Understand priority and ensure matters are dealt with in a timely manner
- Exceptionally resourceful and proactive with issues that may arise
- Strong organisational, planning, relationship building and time management skills
- An awareness of personal and professional boundaries
- Outstanding interpersonal skills and high level of communication skills both verbal and written
- Demonstrated adaptability skills

Performance Management:

The performance of the Guest Services and Administration Officer will be assessed on a regular basis having regard to:

- Their performance on the key responsibilities and attributes for this role
- Service levels and the level of satisfaction expressed by key stakeholders
- Their ability to develop and maintain relationships with key stakeholders
- Their ability to work to protocols and processes of the Archdiocese

The Archdiocese is wholly committed to ensuring the safety, well-being and dignity of all children and adults at risk, and acknowledges its important legal, moral and spiritual responsibility to create a safe and nurturing environment for those children and adults at risk. The Archdiocese has a zero-tolerance approach to child abuse. Staff are encouraged to read the [Archdiocese Commitment Statement and Safeguarding Policy](#)

Additionally, the Archdiocese is committed to continuous improvement to assess and address the risk of modern slavery in its operations and supply chains and to report annually on these actions in the form of a Modern Slavery Statement.