

Job Title: Hotel Leisure Assistant | Meet & Greet

Location: The Odney Club	Profession: People, Health and wellbeing, Partnership Hotels
Reports to: Manager, Guest Services	
People Management: No ▾ Assignment Management: No ▾	
Partnership Level: Partnership level 10	Manager's Partnership level: Partnership level 8
Number of direct reports: None	Partnership level(s) of direct reports: None ▾

About the John Lewis Partnership

The Partnership is the UK's largest employee-owned business and home to our two well-loved retail brands - John Lewis & Partners and Waitrose & Partners, as well as expanding into new areas beyond retail.

We aren't an ordinary business though. The Partnership is different because everyone who works here isn't just an employee. We are Partners, with a shared responsibility for our success, and we share the rewards when we're successful.

Everything we do is powered by our unique purpose: **Working in Partnership for a happier world.** Our Purpose inspires our principles, drives our decisions and acts as our guide, so that everything we do contributes to Happier People, Happier Business and a Happier World.

Critical purpose of the role

To work as part of the hotel team, meeting and greeting our day visitors and overnight guests, checking eligibility to use the club and facilities. The role will also include monitoring guests within the grounds and various points throughout the day to ensure they are to be there.

This role may involve exposure to various weather conditions and requires the ability to remain alert and focused for extended periods, as well as the physical ability to stand for long periods and walk the premises. You will also be interacting with diverse groups of people, so excellent communication and interpersonal skills are essential.

The Partnership supports agile and flexible working practices, such as when, where and how we work. We have several different ways to work flexibly, including part-time, flexible or compressed hours, and job sharing. Head office areas also support a blended working approach.

We celebrate diversity and inclusion in the John Lewis Partnership and we are committed to becoming the UK's most inclusive business, reflecting and connecting with the diverse communities that we serve.



Primary Outcomes & Accountabilities	Measures of success
<ul style="list-style-type: none">• Hold primary responsibility for providing a welcoming and secure environment at the entrance of the Club.• Greet and support all visitors professionally and courteously.• Maintaining and exceeding levels of customer service• Providing information and directions to site visitors and guests.• Encourage upselling memberships whenever appropriate• Ensuring communication with the duty manager, guest services and estate teams• Maintain our exclusivity by ensuring only authorised individuals access the Club• Observing situations to prevent them from escalating• Dealing with any challenging situations in a professional discreet manner• Primary responsibility to report any suspicious activities, safety hazards, or policy violations.• Conduct weekly site checks, ensuring any maintenance and security issues are reported.• Assist with parking during busy periods• Responding to alarms and directing people to safety whenever necessary.• Flexibility to cover additional events and tasks as per business needs <p>Act in accordance with the Partnership's purpose and democratic principles, constructively participating in co-ownership, and demonstrating to customers and each other that it is a better way of doing business. Share your knowledge, experiences, ideas and opinion to improve the Partnership, speaking honestly and frequently.</p> <p>Invest in your personal and professional development to achieve your potential, by doing more, doing better, or doing differently. Continuously engage with and actively contribute to your Profession</p> <p>Appreciate what different life experiences bring to the Partnership and the value this adds to unbiased and smarter decision-making.</p>	<ul style="list-style-type: none">• Line manager and Partner feedback.• Guest feedback on delivering a first-rate guest experience.• Achieve the hotel standard for customer service.• Hotel Standards rating inspection score.

Skills

- Self-motivated/Industrious
- Excellent communication skills
- Interpersonal skills (involving interaction with diverse groups of people)
- Ability to remain alert and focused for extended periods
- Physical ability to stand for long periods and walk the premises
- Conflict resolution (mentioned as part of maintaining training)
- First aid trained (mentioned as part of maintaining training)



Qualifications & Experience (where applicable)

Essential

- Aged 18 or over
- Valid UK driving licence
- Good spoken and written English
- Experience in dealing with a wide variety of situations
- Proven experience of working in a similar role or environment

Desirable

- SIA Door Supervisor Licence
- A Level 2 or 3 Spectator Safety Qualification
- At least 2 years' experience in hospitality or a security background

Version	Created/updated by	Date
1:0	<i>Sarah Lovejoy-Brown</i>	<i>25/06/2025</i>
2:0	<i>Kate Sutherland</i>	<i>26/06/2025</i>