



WORK WITH HOTEL SCHOOL

REAL CHANCES. LASTING CAREERS.

Employer pack



A small team with a big purpose



HOSPITALITY CAN OPEN DOORS

Hotel School is an award-winning charity empowering people facing homelessness and multiple disadvantages to build sustainable careers in hospitality.

Our 10-week programme blends expert-led training, hands-on learning, employer engagement and personalised support. We stay alongside graduates as they secure, sustain and progress in work.

- A welcoming, inclusive training environment.
- A person-centred, psychologically informed and trauma-informed approach.
- Strong partnerships across London hospitality.
- A team that values care, accountability, curiosity and continuous learning.

Built through partnership



2016

A shared belief emerges: people facing barriers deserve real chances, not just first chances.



2017

The first Hotel School training cohort begins.



TODAY

Training, employment support and industry partnership work together to create lasting change.

“Hotel School has completely transformed me.”

GRADUATE SANOBAR | COHORT 10

Vision, mission and values



OUR VISION

A society where people from all backgrounds can access exceptional training, unlock their potential and thrive in a hospitality industry that values inclusion, opportunity and growth.

OUR MISSION

To empower and inspire people facing homelessness and multiple disadvantage through person-centred, trauma-informed, expert-led hospitality training and strong partnerships.

INTEGRITY

AUTHENTICITY

PASSION

DEDICATION

CURIOSITY



Inspire. Teach. Connect. Support.



INSPIRE

Build confidence, hope and a sense of possibility.

TEACH

Deliver practical, relevant, expert-led hospitality learning.

CONNECT

Open doors through employer relationships and community.

SUPPORT

Provide personalised support before and after graduation.

Progress that continues beyond graduation



90% **OVERALL GRADUATION RATE**
Across Hotel School's training cohorts

70% **OVERALL EMPLOYMENT RATE**
Graduates moving into sustained employment

Impact means more than getting a job. It means confidence, stability, connection, retention and progression - with someone remaining alongside you.

A psychologically informed environment



- A shared psychological framework that helps us understand behaviour and need.
- Staff support, supervision, training and reflective practice.
- Physical environments and relationships designed with safety and consistency in mind.

- Person-centred and trauma-informed ways of working.
- Professional boundaries, safeguarding and equity, diversity and inclusion training.
- Evidence-generating practice and continuous improvement.

Culture, development and wellbeing



TIME & SECURITY

Generous annual leave, pension and a thoughtful approach to hybrid working.

LEARNING

Supervision, clinical supervision, training and professional development.

WELLBEING

Hospitality Action Employee Assistance Programme and team wellbeing activities.

BELONGING

A collaborative team, induction support, a buddy and shared reflective practice.

Bring your experience and perspective



**EVERYONE DESERVES TO BE SEEN,
SUPPORTED AND EMPOWERED**

We welcome applications from people of all backgrounds and value relevant lived experience alongside professional expertise.

We aim to provide fair, accessible and respectful recruitment. Reasonable adjustments are welcomed, and role-specific requirements are explained clearly in each vacancy pack.

For vacancy details, the complete person specification and how to apply, please read the separate role information pack.



JOIN A TEAM THAT HELPS PEOPLE BUILD LASTING CAREERS.

Hotel School | Westminster, London