

## JOB DESCRIPTION

<b>Job Title:</b>	Housekeeper
<b>Salary:</b>	£12 per hour
<b>Hours of work</b>	12
<b>Salary</b>	
<b>Responsible to:</b>	Facilities Manager at The Old Pheasantry
<b>Responsible for:</b>	N/A.
<b>Job Purpose:</b>	<ul style="list-style-type: none"> <li>- To ensure a consistently high standard of cleanliness and hygiene across all areas of The Old Pheasantry, including but not limited to bed linen, common spaces, and any additional tasks as directed by the Facilities Manager. All cleaning duties must be carried out with attention to detail, ensuring the safety and comfort of guests and staff.</li> <li>- Please note this is a physical demanding role.</li> </ul>
<b>Main Responsibilities:</b>	<ul style="list-style-type: none"> <li>• To ensure that high standards of cleanliness are maintained throughout the house establishment.</li> <li>• To maintain awareness of all services and activities scheduled each week, to ensure correct set up for the house and efficient cleaning</li> <li>• To ensure all communal areas of buildings are clean and maintained</li> <li>• To ensure the kitchen is cleaned to a high standard.</li> <li>• To complete all required kitchen checks and accurately sign the appropriate documents, ensuring full compliance with Food Hygiene Standards, and maintaining the safety and cleanliness of food preparation areas.</li> <li>• Disposing of waste rubbish and recycling in the appropriate external bins provided.</li> <li>• To clean and prepare guest bedrooms including hoovering, changing sheets and ensuring they are left in a high standard</li> <li>• Be responsible for the linen; washing, ironing and putting away neatly.</li> <li>• To ensure the bathrooms and toilets are cleaned to a high standard</li> <li>• To keep the cleaning cupboard tidy and to liaise with the manager to ensure efficient stock control of cleaning materials. Notify the manager of low stock so sufficient ordering can be placed.</li> <li>• To issue and replenish domestic supplies for guests where necessary ensuring guests do not go without.</li> <li>• To record and report all faults and damage arising to the Facilities manager</li> <li>• To provide a friendly customer orientated service to guests for arrival and departure. You will be required to greet guests and follow the meet and greet procedure.</li> <li>• To ensure all housekeeping equipment is used safely and effectively</li> <li>• To ensure on all occasions you observe safe and hygienic working practices in order to satisfy Health and Safety at Work and other statutory legislation including Control of Substances Hazardous to Health (COSHH)</li> <li>• To record, report and process lost property according to house procedures</li> <li>• To attend training when required</li> </ul>

	<ul style="list-style-type: none"><li>• Due to the location of the house, being able to drive is beneficial. You will also be lone working sometimes so you will need to be comfortable with this. The house is situated in a rural location and will be dark in the evenings over winter.</li><li>• Any other duties are required to be performed within the grade and remuneration of the role.</li><li>• We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. This role will require an enhanced DBS disclosure (with barred children/vulnerable adults). We require you to understand and demonstrate this commitment and attend any required training</li></ul>
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**PERSON SPECIFICATION:** Housekeeper

**Include a list of hard and soft skills.** Of course, the job description should specify education, previous job experience, certifications and technical skills required for the role. You may also include soft skills, like communication and problem solving, as well as personality traits that you envision for a successful employee.

**Keep your list concise.** While you may be tempted to list every requirement you envision for your ideal employee, including too many qualifications and skills could dissuade potential candidates.

*If you say it is essential to have, remember you can only shortlist candidates who meet all the essential criteria*

		<b>Essential</b>	<b>Desirable</b>	<b>How measured (application, assessment, interview)</b>
<b>Qualifications, Education &amp; Training:</b>	Understanding of housekeeping/cleaning duties within a residential, hospitality setting			Application and certificates
	Knowledge of health and safety in the workplace			
<b>Experience</b>	Experience of working in a residential, hospitality or customer setting environment	X		Previous experience in other roles
	Experience of using cleaning products and their potential dangers in a workplace setting	X		Previous experience in other roles
	Understanding of working within Equal Opportunities and Diversity issues.		X	Previous experience in other roles
	Experience of working in a setting providing that provides residential trips		X	
<b>Abilities, skills and attitude</b>	Attention to detail and a passion for cleanliness	X		
	To be a team player and to contribute to team practice	X		
	Able to manage time effectively and prioritise conflicting demands for self and others	X		
	Able to liaise effectively with external suppliers	X		
	Proactive in organisation, with colleagues and clients	X		
	Ability to monitor and evaluate work	X		
	Ability to follow established procedures and systems	X		
	Flexible attitude to accommodate guest needs through morning, evening and weekend work according to bookings.	X		

	Reliable and punctual	X		
	To develop and maintain good working relationships and encourage others to keep their work stations clean and tidy	X		
	Good communication skills, (written and verbal)		X	
	Able to respect the Ethos of the YMCA and uphold its values		X	
	Skills in having a clean and tidy work ethics		X	
<b>Other requirements</b>	Subject to a satisfactory Enhanced (with Barring – delete as appropriate) DBS disclosure (mandatory)			Application, DBS disclosure
	Commitment to the values, aims and mission of YMCA East Surrey (mandatory)			Application/Interview
	Understanding and commitment to equality, diversity and inclusion for staff, services users and stakeholders (mandatory)			Application/Interview
	Some evening and weekend work will be required so can be unsocial hours			