

HOUSEKEEPER

JOB DESCRIPTION

Specific Responsibilities:

1. Reporting to the Hospitality Coordinator, you will be expected to work closely with the hospitality and kitchen team to deliver a quality service to our wide and varied customer base.
2. Managing his/her **daily workload**
3. Communicate with the Housekeeping Team & other Departments through **regular meetings**.
4. Maintain all areas in a **clean, tidy and welcoming condition**:
 - Lodge Bedrooms & Sleeping Cabins
 - Indoor Group Spaces
 - Facilities in our outdoor education hub
 - Toilet / shower facilities
 - Other communal areas
5. **Bedroom changeovers & laundry** between visiting groups.
6. Work as part of the **Core Hospitality Team** to provide excellent **Customer Service** to visitors throughout their stay. Be polite and welcoming to all guests, with a specific awareness of child protection legislation – training provided.
7. **Serve Meals**
8. **Clear / Wash up after meals.**
9. Following **safe hygiene systems, safe working practices** and maintaining a **clean & tidy workspace** at all times.
10. Monitoring & auctioning supplies of housekeeping goods.
11. **Preparing, Lighting and Cleaning** of Fire Places & Maintenance of Wood Stocks.
12. Assist with our **Recycling Policy and Practices**.
13. Working with the wider Wiston Lodge Team on **Events**, such as Festivals, Weddings & Parties.
14. Any other tasks required by the organisation.

Conditions:

Contract: initial 3-month trial period, moving to 12-month contract & possible extension.

28 hours per week, normally over 4 days. Includes eve & weekend work.

Shift work between 8am – 8pm (usually). Some Split shifts.

Pay: Basic Hourly Rate

Holidays: 25 days plus 10 public holidays pro rata
Agreed overtime with additional payments may be on offer.

PERSON SPECIFICATION

ESSENTIAL

- **Good Customer Service Skills**
- **Must be committed to the vision, purpose, mission, beliefs & values of the charity**
- **Willingness to learn about Health and Safety, Manual Handling & Basic Food Hygiene**
- **Good Team Player**
- **Excellent Work Ethic: hardworking, reliable & excellent timekeeper**
- **Excellent Standards of Cleanliness**
- **Able to work to systems and methodically**
- **Good Time Management, especially when under pressure**
- **Able to take the initiative and to work solo, after training and induction**
- **Self motivated**
- **Flexible**

DESIRABLE

- **Customer Service Experience**
- **Hospitality Experience**
- **First Aid Certificate**