**Job Description and Personal Specification**

**Role:** Housekeeper - The Bristol Wing

**Responsible to:** Director of The Bristol Wing / Hostel Manager

**Our values:**

The post holder will be expected to operate in line with our workplace values, which are:

**Inclusion**

We recognise that every person is different but equally valuable. We actively include people at every level of our organisation, ensuring that our service users, young people, staff, trustees, volunteers and customers are representative of the communities that we serve. We work hard to enable each person to realise their potential.

**Compassion**

Our work is focussed on connecting with people, and responding to them in a caring and compassionate way.

**Community**

We believe that we are designed to live alongside other people. Our work actively creates opportunities for the people who are part of the YMCA (our young people, service users, staff, volunteers, customers etc) to be part of a community.

**Humility**

We are here to serve the needs of the communities in which we work. We don’t know everything. We listen to, and work alongside others to ensure that together we are making an impact where it is most needed. If we make mistakes – we learn from them and are honest and open about it.

**Creativity and Innovation**

We aren’t afraid to try a new approach or take a measured risk to increase the impact we make and respond to the challenges in our communities.

**Sustainability**

We think about the future, working in ways that bring about long-term benefit to our communities and our planet.

**Job Purpose:**

Working as part of a team to ensure a high standard of cleanliness is maintained throughout the whole hostel – surpassing customer expectations.

**Duties and Responsibilities:**

Contributing to a warm, friendly, welcoming atmosphere and a sense of community amongst guests, residents and colleagues.

Receive departures/stays list from Reception (note any comments regarding residents advance requests i.e., do not disturb, agreed etc.) Ensure adequate sheets and pillowcases are available to replace departures.

Enter all rooms on the floor for which you are responsible.

Occupied rooms with guests

Place all items found on floor on to the bed

Change linen (duvets and sheets), make beds / bunks if required

Clean mirror

Polish wooden areas and window sills (where possible)

Change bin liner

Hoover / clean floor

Close window

Dust tops of any furniture

Unoccupied rooms / departed guests

Remove used bed linen and replace with fresh linen (sheets and duvet covers).

Make bed

Clean mirror and all furniture

Polish wooden areas and window sills

Change bin liner

Hoover

Close window

Clean floor (hoover / mop or polish)

Dust all surfaces

Toilets/Showers

Use rubber gloves at all times

Clean toilet ceramic items using hard surface cleaner

Clean toilet bowl using toilet cleaner

Clean toilet seat using hygienic spray and cloth

Wipe tiled areas where applicable

Clean shower tiles using tile spray

Clean shower tray and shower pipes using hard surface cleaner

Change waste bin liner

Clean sinks and mirrors

Mop all floor areas using cleaning fluid

General

Daily

Hoover / clean / polish all corridor areas

Place soiled sheets and pillowcases into laundry bags

Put all rubbish into black waste bags

Mop / hoover / polish as appropriate the central lobby and stairs for your floor

Wipe window ledges

Clean any marks off staircase and corridors

Weekly

General

Clean conferencing areas when requested.

Pack used laundry in bags and delivered fresh laundry to floors.

Advise maintenance of any defects you may find in the rooms or showers and toilets

During the quieter months in the hostel, to deep clean rooms – wash walls, skirting boards.

Duties will include use of:

* Frequent use of cleaning equipment e.g. vacuum cleaners, polishing machines.
* Standing and walking for majority of work sessions.
* Moving and carrying equipment and materials necessary to complete tasks.
* Carrying rubbish bags and linen bags.

**Scope and Limits of Authority**

The post holder is responsible for the day to day performance of their own work tasks, ensuring the tasks are prioritised appropriately and that all tasks are completed to the highest standards.

**Person Specification**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Qualifications and knowledge** | | | **Essential** | **Desirable** |
|  | Knowledge and experience of quality standard accreditations and working within an environment where these are held | |  | **√** |
|  | Knowledge and understanding of different cleaning materials appropriate for use in public areas | |  | **√** |
| **Experience** | | | | |
|  | Working in a customer facing retail or hospitality role | |  | **√** |
|  | Experience of working in a housekeeping / cleaning role | |  | **√** |
|  | Experience of safeguarding principles and practice | |  | **√** |
|  | Good organisational skills | | **√** |  |
|  | Experience of working within a hostel or hotel / hospitality environment | |  | **√** |
| **Personal** | | | | |
|  | A positive approach to working with colleagues to achieve high standards within the job role | | **√** |  |
|  | Professional and diplomatic approach when dealing with customers | | **√** |  |
|  | Motivated and able to communicate ideas and information | | **√** |  |
|  | Excellent time keeping | | **√** |  |
|  | Resilient and able to deal with a high-pressure environment. | | **√** |  |
|  | Willingness to undertake appropriate training and education as part of a commitment to continued professional development. | | **√** |  |
| **Terms and Conditions** | | | | |
| a) | Term | Permanent position | | |
| b) | Salary: | YMCA Salary:  £12.00 per hour | | |
| c) | Hours | Varying hours available. | | |
| d) | Leave | 5 weeks annual leave per year, plus statutory bank holidays pro-rata. | | |
| e) | Probationary Period | 6 months | | |
| f) | Company pension | YMCA Brunel Group complies with the governments Auto-enrolment Pension initiative where eligible employees will automatically be enrolled into the YMCA’s Stake Holder Pension Plan.  For non- eligible employees the post holder may request to become a contributory member of YMCA Group Stake Holder Pension Plan following completion of three months continuous service. | | |
| g) | Termination of Employment | 4 weeks | | |