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Job Information Pack
Housekeeper

Our values

The post holder will be expected to operate in line with our organisational values which are;

- **Value the Individual** – Respect others, ourselves and the people we work with in all that we do
- **Giving of our best** – Showing commitment in our work and to enable young people
- **Caring Deeply** – Have a passion for the work we carry out
- **Providing Creative Solutions** – Show innovation in the approaches we take in supporting young people
- **Communicate authentically and truthfully** – Show openness in our dealings and approaches to people

Title: Housekeeper

Reports to: Hotel Manager

Background

A permanent position to assist the management, facilities and housekeeping team with delivery of quality and professional service to our guests. As a Housekeeper you will be responsible for ensuring every guest departs with the best impression of YMCA DG and your relevant area of work, by creating an environment that is clean, fresh and well maintained. You will be responsible for maintaining expected standards throughout your area of work.

Purpose

The postholder will ensure great customer service across the Great Western Hotel, Taunton and upkeeping our high quality of housekeeping throughout the buildings. They are responsible for the focus upon guest experience and cleanliness in the workplace.

Other Key Relationships:

Leading by example to provide a high standard of motivation and support for our team.

We are committed to providing our employees with every opportunity to grow and thrive. Due to the seasonal nature of the business, there is an opportunity — if desired—to gain experience in other areas of work within the venue. While housekeeping remains the primary focus of this role, after successfully completing the probation period and consistently maintaining the venue's high standard of cleanliness, additional responsibilities may be considered.

Main Responsibilities

- To ensure that standards are achieved, and internal operations are performed in an effective and efficient manner.
- Contribute to guest comfort and ensure daily cleaning and tidying of all bedrooms, bathrooms and public areas.
- To liaise with management with regard to larger cleaning schedules and ordering of equipment, to ensure we keep up the standard required for our clients.
- To provide a polite and courteous service to visitors at the Beach Hotel in Weston-Super-Mare.
- Perform general housekeeping duties including making beds, dusting, vacuuming, and cleaning bathrooms.
- Ensure all rooms and common areas are cared for, cleaned and inspected according to standards.
- Notify management of any damages or repairs needed.
- Maintain a clean and organized work area.
- Adhere to safety guidelines and procedures.
- Assist with laundry.

Health and Safety

- In carrying out this role you have a duty (under Health and Safety legislation) to take reasonable care for the health and safety of yourself and that of others.
This implies taking positive steps to understand the hazards in the workplace,
to comply with safety rules and procedures and to ensure that nothing you do,
or fail to do, puts yourself or others at risk. This includes managing a safe and secure environment for people who use our services.
- This duty includes checking that any person entering YMCA Dulverton Group property has a right to do so and their visit is recorded in accordance with YMCA Dulverton Group procedures.

General

- To maintain and develop up-to-date professional knowledge and skills through training, reading and other such activities and to incorporate the same into practice.

- Work across the organisation to build a learning culture and positive working environment.
- To maintain and demonstrate a commitment to YMCA Dulverton Group's Vision, Values and strategic aims and objectives and ensure all activities reflect the values of YMCA Dulverton Group.
- Managing health and safety issues in your area of responsibility in line with the relevant section(s) of the Health and Safety Policy.
- Complying with YMCA Dulverton Group's GDPR, confidentiality and information security policies at all times.

YMCA Dulverton Group is committed to the protection and safeguarding of children and adults at risk and promoting their welfare. The YMCA Dulverton Group, therefore, expects all staff and volunteers to share this commitment.

This post is subject to a basic level DBS Disclosure in respect of the Adults/Children's Workforce.

Person Specification

Qualifications and Experience

- Experience in performing general housekeeping duties including making beds, dusting, vacuuming, and cleaning bathrooms.
- Experience of keeping keeping rooms to a high standard both in presentation and cleanliness.

Knowledge, Skills, Abilities

- Proven experience as a Housekeeper or similar role.
- Knowledge of commercial cleaning practices.
- Strong attention to detail.
- Excellent customer service skills.
- Ability to work efficiently with minimal supervision.
- Prior experience in a hotel setting is a plus.

Specific skills

- Proven experience in housekeeping.
- Good standard of written and verbal English.

Personal Qualities

- Commitment to YMCA Dulverton Group's Values.
- Self-motivated with ability to manage own workload and work with minimal supervision.
- Team player, with ability to build relationships with a wide variety of stakeholders.
- Ability to prioritise and manage conflicting demands.
- Demonstrate resilience, motivation, and commitment, to driving up standards of work.
- Demonstrates a proactive approach taking responsibility for areas of work and finding solutions.
- Is adaptable to change/embraces and welcomes change.

Other requirements

- YMCA Dulverton Group is committed to the protection and safeguarding of children and adults at risk and promoting their welfare. The YMCA Dulverton Group, therefore, expects all staff and volunteers to share this commitment.
- This post is subject to a basic level DBS Disclosure in respect of the Adults/Children's Workforce.
- This candidate must be committed to equality and diversity in the workplace.

Main terms of employment

Salary:	£12.71 per hour
Contract:	Permanent.
Location:	The Great Western hotel, Taunton
Hours:	16 hours per week
Flexible working:	We provide flexible working arrangements to support team productivity and stability. This may include changed working patterns.
Holidays:	5.6 weeks per annum.
Pension:	On completion of a six-month probation period, YMCA Dulverton Group will make a contribution of 3% of salary.
Benefits:	Health and wellbeing of our staff is important to us. We offer a range of benefits including a Health Cash Plan, Employee Assistance, discounted child care, free night's stay in one of our hotels per year, and discounted Barley Wood House hire.