YMCA
DULVERTON GROUP

Job Information pack

Cleaning & Housekeeping Assistant

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: **Cleaning & Housekeeping Assistant**

Reports to: **General Manager**

Background

A permanent position assisting the management and housekeeping team with delivery of exceptional cleaning and professional service to our guests. As a Cleaning & Housekeeping Assistant you will be responsible for ensuring every guest leaves with the best impression of The Great Western Hotel, by creating an environment that is clean, fresh and well maintained. You will be responsible for ensuring high standards of cleanliness across the ground floor, which consists of café/lounge/bar area, men's, ladies and accessible WC's, corridors, walkways and conference and meeting rooms, assisting with housekeeping duties and providing holiday/absence cover.

Purpose

The postholder will ensure great customer service across our hotel and maintain our high standard of housekeeping throughout the building. They are responsible for the guest experience and cleanliness in the workplace.

Responsible for:

The postholder will be responsible for maintaining the cleanliness, hygiene and maintenance standards of the GWH.

Main responsibilities

- Contribute to guest comfort and ensure daily cleaning and tidying of all public areas to the ground floor.
- To assist the House-keeping department as and when required, including holiday and absence cover.
- To monitor and order cleaning equipment consumables, as and when required.
- To provide a polite and courteous service to visitors at The Great Western Hotel.

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.

- To undertake such other duties and responsibilities reasonably consistent with the role of the Night Porter.

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

Knowledge, Skills, Abilities

- Proven experience as a Cleaner or 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
- Basic cooking skills preferred

Specific skills

- Proven experience.
- 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/hour
Contract::	Permanent
Location:	The Great Western Hotel, Station Approach, Taunton, TA1 1QW.
Hours:	16 Hours per week
Flexible working:	We provide flexible working arrangements to support team productivity and stability. This may include changed working patterns and working from home on occasions.
Holidays:	28 days calculated on a pro-rata basis
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.