

Job Description

Post Title: Housekeeper

Responsible to: Deputy Centre Manager

Overall Objectives:

To provide high-quality cleaning services working under the direction of the Deputy Centre Manager.

Main Duties

- Maintain high standard of presentation of the Centre, ensuring a clean, comfortable and homely environment for all visitors.
- To undertake cleaning duties as directed and ensuring health and safety standards are met.
- Sort and organise bed linen and launder.
- Contribute positively to the Oxenwood Outdoor Education staff team, work closely with the catering team.
- Contribute to a friendly welcoming and relaxing atmosphere at the Centre.
- Carry out general cleaning duties both internally and externally as per the cleaning schedules and written Operating Procedures.
- Proactively managing the domestic requirements of the centre (including stock rotation and management).
- Undertake all duties in line with relevant health and safety requirements and COSHH regulations.
- Always provide exceptional standards of customer care and service.
- Be aware of low stock levels of materials and equipment and ordering via procurement in a timely fashion.
- Report any repairs or defects within the building to the Deputy Centre Manager in a timely manner.
- Make recommendations to the Deputy Centre Manager based on customer feedback and observations of service operation to improve service delivery and customer satisfaction.
- Monitor customer usage of the building and its facilities reporting any observed anti-social behaviour, acts of vandalism and child/vulnerable adult's protection issues.
- Assist other members of staff with specific duties, as and when required.
- Being smart and presentable at all times.

- Fully understand the emergency evacuation procedures for the building in which you work.
- Protect the image and reputation of Oxenwood Outdoor Education Centre.

Community First is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Successful applicants will be required to produce an Enhanced Certificate of Disclosure from the Disclosure and Barring Service.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.