

<b>Job title:</b>	Full time Residential Housekeeper
<b>Reports to:</b>	Manager
<b>Responsible for:</b>	Catering, housekeeping team and cleaning
<b>Location:</b>	Claridge House, Lingfield
<b>Start date:</b>	February 2019
<b>Salary:</b>	from £14,450  (plus private on-site bed sitting room, utilities included)
<b>Closing date for applications:</b>	11 January 2019
<b>Interview dates:</b>	21 – 25 January 2019

### **Main purpose of the job**

This a residential role that will oversee all aspects of catering and have full responsibility for managing the day-to-day operation of the Housekeeping services to ensure that the housekeeping team deliver and maintain high standards of customer service, service delivery and cleanliness, whilst ensuring best use of resources under their remit.

To exceed customer expectations by delivering excellent quality service whilst projecting a safe, organized and hygienic environment for all guests, staff, and visitors to Claridge House.

### **Principal duties**

1. To lead on catering, which provides a vegetarian, organic and local source menu to our guests. Working to a budget, to provide/oversee menus, ordering, purchasing and food production which will include cooking on occasions.
2. Undertake duty management shifts which include 5 overnight shifts per week and 2 weekends per month. Provide full cover when the Manager is away or off duty.
3. Produce cleaning schedules and operating procedures for the house and kitchen. Ensure all areas of the building, including accommodation, are cleaned and organized for guest use in a timely manner and to the set standards.

4. Oversee the general assistants' individual work schedules, ensure they have the necessary direction, knowledge and skills, encouraging shared values and team work.
5. Check laundry stock regularly and oversee general assistants' handling of laundry.
6. To share duties in the reception office, answering queries and taking bookings and payments from guests and potential guests.
7. Participate in regular team meetings to check forthcoming business requirements including catering and ensure the team are appropriately briefed.
8. In conjunction with the manager, control the cost effective ordering of operating stock to ensure that there are sufficient supplies, using environmentally friendly products where possible to meet business needs. Ensure costs are controlled or monitored to meet set budgets.
9. To supervise cleaning standards daily. To carry out light domestic and cleaning duties in the house, covering for holidays and sickness, as and when required,
10. Manage the security of the property, operating stock and equipment. Ensure that building keys and cash procedures are followed and complete periodic checks by completing asset and stock counts.

**11-Dec-18**

## PERSON SPECIFICATION

**Job Title:** Full time, residential Housekeeper

**Date:** November 2018

### ESSENTIAL QUALIFICATIONS

- Recognized housekeeping and /or catering qualification. I.e. BICS or NVQ level 3 or equivalent.

### ESSENTIAL EXPERIENCE

- Good proven experience of working in a residential centre, hotel or care home.
- Experience of budgets and purchasing.
- Experience of delivering a quality service.
- Be able to demonstrate good interpersonal staff management skills.
- Experience of planning, implementing, maintaining and reviewing service standards.

### ESSENTIAL SKILLS

- Excellent team leadership skills.
- Able to plan and produce vegetarian food to a high standard.
- Able to monitor and manage all aspects of the financial parts of this role.
- Able to use general cleaning equipment safely and correctly.
- Able to communicate well both orally and in writing with people from a variety of different backgrounds.
- Able to adapt to an ever-changing environment.
- Attention to detail in delivering service standards.
- Good organizational skills, with an ability to take the initiative, manage priorities and work independently without direct supervision, and able to work as part of a team.
- Kindness.

### DESIRABLES

- Some basic knowledge of requirements for creating a healing environment.
- Some knowledge of Quakers and Quaker practice.
- Health and safety qualification.

Job Description Agreement



Post holder:

Manager:

Date:

