

Outdoor Education Service



Telford & Wrekin
COUNCIL

Job Description: Housekeeper Arthog Wales

Scale 2

Job Purpose

The Post Holder (PH) is responsible for ensuring all facilities are hygienically clean, prepared and well presented.

This is a residential centre of 110+ beds across the estuary from Barmouth in Mid-Wales. It offers 'peak experiences' / 'life changing' outdoor education residential experiences in the mountains, rivers and coastal environments around the Centre. The offer is also extended through expeditions in the wider UK and abroad.

The PH will work closely with the Assistant Centre Manager: Residential Experience to ensure high quality of Centre presentation, standards of accommodation and a welcoming environment.

Major Tasks

1. Supervise the Housekeeping operation
2. On Guest departures clean and tidy all accommodation and group areas in preparation for next guests.
3. Coordinate cleaning staff to ensure optimum delivery of service.
4. Ensure that housekeeping operations adhere to Health and Safety and COSHH legislation.
5. Ensure all accommodation is cleaned including guest accommodation, shower and bathroom facilities, communal areas, offices and staff rooms, but not the kitchen or dining room.
6. Clean bathroom and shower facilities, replenish soap, toilet rolls etc.as required.
7. Oversee the laundry, launder and dry items as required, including domestic, catering and group clothing. Manage bedding and cleaning cloths Carryout small sewing repairs as necessary. Routine maintenance of washing machines and driers.
8. Coordinate collection of sanitary bins and ensure emptying of waste bins.
9. Mop floors and vacuum carpeted area.
10. Ensure accommodation is ready for arriving guests / illness kits placed in dorms.
11. Arrange and carry out deep cleaning tasks – wipe walls, wash shower curtains, curtains, clean carpets. Wipe mattresses ensuring cleanliness/ hygiene
12. Oversee cleaning equipment and order cleaning materials.
13. Liaise with office employees regarding groups arriving / special requirements.

14. Report faults and damage e.g. lights, fire extinguishers, broken equipment.

15. Liaise with guests and deal with special housekeeping requests.

Contacts

Primary contact will be between the PH and the Assistant Centre Manager: Residential Experience who is responsible for visitor liaison and welfare, course planning, domestic and catering delivery, Centre presentation, standards of accommodation and a welcoming environment.

Some contact will be between the PH and the customers during a residential visit.

Close working relationships will be needed between the PH and the Domestic Assistants who the PH supervises.

Regular contact with all Arthog Wales Staff in the delivery of routine Centre duties.

Support is provided through with T&WC Officers in the Cleaning Team for suppliers, products and advice.

Creative Work

The post holder will ensure Domestic Team members follow Policy and Procedures

Promote the Centre during guests stay, ensuring a good experience and a welcoming environment.

Introduce creative ways of organising and carrying out housekeeping tasks to ensure an efficient service

Decisions made

The post holder will be required to make operational decisions which directly affect the activities of the teams under their management. This will include prioritising workloads for housekeeping team

The post holder will be required to make decisions on how areas of work are progressed and delivered.

A requirement to organise staff rotas appropriately to ensure that daily tasks are completed and that cover is permanently available.

Day to day staffing and planning, cover arrangements for annual leave

Ordering of stock

Supervisory responsibility

The Housekeeper will be responsible for the supervision all staff within the Housekeeping Team.

Supervision received

The post Holder will receive support and supervision from the Assistant Centre Manager: Residential Experience

The post holder will organise their own work load to ensure service needs are met, liaising with the Assistant centre Manger: Residential Experience to seek guidance and support.

Complexity

The need to demonstrate good organisation skills to produce daily rotas for the team.

Demonstrate Good Supervisory skills

Ensure good infection control measure/and cleaning procedures are in place

Develop positive relationships with customers / visiting groups

Education and Experience

The PH will have a good standard of education including NVQ Level or 2 or equivalent in terms of qualification and experience.

The PH will have to have sufficient experience to lead and supervise domestic tasks at the Centre.

They will need a practical working knowledge of hygiene and domestic safety legislation and practice.

Training will be provided through Telford and Wrekin Council to support domestic work and presentation in a residential outdoor education setting.

Experience of taking on genuine responsibility for health and safety is required. Also a high level of collegiate service is essential.

Allowances

To be read in conjunction with Telford and Wrekin Council's Written Statement of Particulars of Employment [Employment Rights Act 1996]

Flexible working

To meet the needs of the Service and its customers, a flexible approach to working is required and in line with a 24 hour residential operation.

The Service operates over seven days a week and as such staff are required to work evenings and weekends, as part of their normal working week, for which no enhanced rates of pay will be paid.

As the Service has seasonal variations in its activity and occupancy, so staffing needs to be flexible to meet these booking patterns.

Hours of work will be managed over an agreed period, through a local flexi time system and

up to one working week (pro rata), credit or debit will be able to be carried over into the next accounting period.

Working time and/or time off in lieu is to be agreed in advance unless in an emergency or extenuating circumstance (in such circumstances agreement must be sought at the earliest reasonable opportunity) and a formal record is to be kept.

Overtime will no longer normally be paid as employees will be expected to manage their time over the agreed period to take back hours accrued in accordance with business need, the terms of the local flexi time scheme and agreed Centre staffing rotas.

On call arrangements

- Receiving a telephone call will be paid at a minimum of 1 hour (pro rata thereafter) based on the employee's hourly rate.
- Attending a call out will be paid at a minimum of 2 hours (pro rata thereafter) based on the employee's hourly rate. As this will be an additional journey travel expenses will be paid.
- These payments are eligible for enhanced payments up to an including employees on Scale 6, employees on S01 and above are not eligible for paid overtime and as such will be entitled to time off in lieu.

Annual leave and Bank Holidays

Telford & Wrekin Annual leave and Bank Holidays (pro rata for part time working) arrangements are detailed within employees Statement of Particulars.

Meals

At Arthog Wales where there is a catering facility, meals are provided to staff who are supervising pupils during meal times (as such this is not a taxable benefit).

Expeditions

Expedition evenings and overnight camps are specifically remunerated at plain time as follows;

- Evening of activities and direct supervision followed by overnight camp including early breakfast supervision = 7.4 hours additional pay
- Overnight camp but remote supervision during evening and night e.g. DofE Qualifiers = 3.7 hours additional pay
- Meals are provided to staff who are supervising pupils during meal times (as such this is not a taxable benefit).

These payments are in addition to the daytime working hours which are part of the agreed flexible working period.

All post holders are eligible for casual car user allowance.

Person Specification: Housekeeper Arthog Wales

Criteria	Standard
Qualifications	<ul style="list-style-type: none"> • NVQ 1 or 2 or equivalent in Housekeeping or equivalent in terms of qualification and experience. • A good standard of education
Knowledge	<ul style="list-style-type: none"> • Knowledge of managing residential accommodation • Cleaning experience • Awareness and understanding of current legislation and guidelines relating to Health and safety , COSHH, Risk assessments
Skills	<ul style="list-style-type: none"> • Ability to communicate and to use interpersonal skills effectively at all levels and age groups • The ability to work in an organised manner • Ability to work under pressure • Ability to lead and motivate others to achieve objectives, change and improvements and to maintain personal motivation and direction.
Experience	<ul style="list-style-type: none"> • Some experience of working in a similar role would be beneficial • Supervisory experience in a residential or hotel establishment • Experience of prioritising and planning tasks and activities
Personal style and behaviours	<ul style="list-style-type: none"> • Tenacious drive for continuous improvement linked to Service need and customer experience. • A commitment to the values of residential outdoor education • Personal qualities necessary for working ethically. Able to develop good relationships with others by behaving with integrity and treating people with respect. • Highly professional approach to colleagues, visiting staff and pupils. • Able to work independently, to self-motivate and self-organise. • Able to prioritise and work under pressure of conflicting demands. • A level of fitness and health necessary to cope with the physically demanding nature of the role. <p>This post has been identified as a customer facing role and therefore the Council is required to fulfil their statutory duty under Part 7 of the Immigration Act 2016. As a public body the Council is obliged to ensure members of staff in such roles are able to have a command of spoken English which is sufficient to enable the effective performance of their role</p>

We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This person specification includes what we believe are fully justifiable essential selection criteria. Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved

Type of criminal records checks required for this post	Tick as required
None	
Basic Disclosure	
Standard Disclosure	
Enhanced Disclosure	✓
Working with Adults – Regulated Activity	
Working with Children – Regulated Activity	

Information on types of criminal records checks is available at

<https://www.gov.uk/disclosure-barring-service-check>