

JOB DESCRIPTION	
Title:	Housekeeper
Reports to:	General Manager
General information	
<p>You will be responsible for ensuring every guest leaves with the best impression of YMCA Dulverton Group and Flowerdown Hotel, by creating an environment that is clean, fresh and well maintained.</p>	
Workplace values	
<p>The post holder will be expected to operate in line with our workplace values which are; <input type="checkbox"/></p> <ul style="list-style-type: none"> • 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 	
Duties and responsibilities	
<ul style="list-style-type: none"> • 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 hotel bedrooms and public areas. • To monitor daily linen and cleaning material requirements. • To liaise with the head housekeeper 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 hotel. • To help deliver a sustainable and ethical approach to housekeeping. 	

Person specification

Skills and experience

- An experienced individual who is committed about providing opportunity to vulnerable young people.
- Understanding that everyone is different and making sure people who use our facilities are respected and given the best experience.
- A committed individual who will support the team in driving a social enterprise forward.
- Excellent organisational skills.
- Imaginative and creative in driving customers to the business
- A team player but also able to work on own initiative.
- Excellent leadership skills with the ability to inspire high standards from others
- Self-motivated and flexible.
- Ability to provide emotional and social support whilst promoting learning and respect.
- Ability to provide leadership and mentoring to young people.
- Excellent communication skills both written and verbal.
- Excellent attendance and punctuality record.
- Commitment to providing a high standard of customer care.
- A hospitality, housekeeping or customer facing back ground.
- An understanding of PMS (Property Management Systems) or housekeeping systems.
- A flexible attitude and willing to adapt to new pressures.
- IT literate.

Education/Qualifications

- Relevant Level 3 qualification or relevant proven experience
- Good standard of written and verbal English



Term:	Permanent
Salary:	£19,000 depending on experience
Hours:	37.5 hours per week
Hours of Work 37 1/2 hours per week plus a 1/2 hour unpaid lunch break to be taken during the day. Working hours are flexible but must be within core times of 9am -4pm.	

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

SUPPORT & ADVICE

ACCOMMODATION

FAMILY WORK

HEALTH & WELLBEING

TRAINING & EDUCATION