



The Wellbeing Farm

JOB DESCRIPTION

- Job title:** Housekeeper
- Salary:** Negotiable
- Hours of work:** A minimum of 20 hours a week over 5 days (mainly mornings).
- Base:** The Wellbeing Farm
- Managerially Accountable to:** Venue General Manager

Job Purpose:

First impressions are everything – so we need someone special to join our fun-loving family business to create a welcoming environment for guests. This role is a great chance for you to represent a wonderful venue and to be part of our wedding and events team. You will be responsible for making sure The Wellbeing Farm continues to look amazing by ensuring standards of cleanliness, hygiene and tidiness are maintained throughout the venue.

DUTIES AND RESPONSIBILITIES

The successful candidate will be required to promote a welcoming environment where colleagues, clients and customers receive great service. Normal day to day duties will include:

1. Carrying out high standards of cleaning throughout the venue;
2. Assisting with providing a welcoming environment for visitors including serving refreshments;
3. Following detailed instructions to oversee the venue setup for weddings and events including room layout and venue décor;
4. Keeping all equipment and facilities clean, stocked, in good order, ready and welcoming;
5. Maintaining our wedding props ensuring these are organised and kept in a good condition;
6. Maintain health and safety and cleaning records;
7. Ensuring guest property left behind is logged and stored in a secure location for lost property;
8. Ensure that laundry is cleaned, ironed and stocked;
9. To support the Head Chef in maintaining food hygiene standards including cleaning;
10. Attend meetings when on shift to plan in allocation of tasks;
11. Report any issues/concerns/damage to property to our maintenance team

12. Carry out any other reasonable duties as may be required from time to time within the context of the post.

As The Wellbeing Farm is a small business, all employees must be flexible with their duties; from time to time you will be asked to participate in tasks that are not in your job description. This can include looking after animals, administration work, etc.

This job description will be subject to periodic review and amendment in accordance with the needs of the organisation.

All employment will be subject to a three-month probationary period.

Person Specification - Housekeeper

We are looking for someone who will undertake the work cheerfully and with enthusiasm, who takes pride in housekeeping and cleaning, who will work efficiently and cooperatively with others and enjoys looking after our visitors.

Essential criteria:

- Enjoys housekeeping and cleaning.
- Excellent attention to detail.
- Good timekeeping.
- Works well within a team
- People person with great customer service skills.
- Fitness and willingness to undertake the work.
- Flexibility in working hours to meet needs of the venue and its visitors.
- Own transport required due to location.

Useful, but not essential

- Experience of working in hospitality in a similar establishment e.g. hotel with high standards
- Experience of client/customer liaison.
- Interest in and support for weddings and events.

Health, Safety and Security:

- It is the responsibility of each employee to familiarise themselves and comply with the Company's procedures and systems on health and safety and licensing regulations.
- While the Company will take all reasonable steps to ensure the health and safety of its employees, health and safety at work is also the responsibility of the employees themselves. It is the duty of each employee to take reasonable care of their own and other people's health, safety and welfare and to report any situation which may pose a serious or imminent threat to the wellbeing of themselves or of any other person.

Training:

- Managers are required to take responsibility for their own and their staff's development.
- All employees have a duty to attend an induction and all mandatory training sessions as required by the organisation.

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.

Date Prepared: 31 October 2017

Prepared By: Celia Gaze

Employee's Name and Signature:

Date:

Manager's Name and Signature:

Date: