



## Job Description Confidential

### Head Housekeeper

Location	Reports to	Hours	Salary
Bore Place, Chiddingstone	Venue Manager	30 hours a week, worked over 5 days to include one weekend day as required.  Ability to work evenings when required.	£16,320 30 hours a week  (FTE £20,400)

#### Background information

Bore Place is home to the Commonwork Trust, a charity set in 500 acres of countryside encompassing an organic dairy farm and vegetable gardens, residential venue, environmental education centre, and programmes providing opportunities for vulnerable and disadvantaged young people.

#### Position summary

##### To lead the Housekeeping Team and support them to deliver the required housekeeping duties.

- Lead the Housekeeping team and tasks to be carried out including housekeeping, laundry, cleaning and visitor services for the Bore Place site including the venue, education facilities and offices.
- Oversee site cleanliness and appearance.
- Oversee service and assist with meeting requirements and catering for visitors to Bore Place.
- Organise and manage rotas, stock takes, order processing and cleaning schedules, and delegate tasks.
- Ensure the care of clients, maintaining and developing the premises and services to build our reputation as a premium venue with focus on customer care and cleanliness.

#### Primary Responsibilities

##### 1. To Manage the Housekeeping Team

- Prepare rotas and weekly cleaning and schedules, and ensure teams are adequately staffed at all times.
- Lead daily task planning meetings to ensure all staff are set for the day and know their duties.
- Manage staff workloads during the day to ensure that all tasks are completed fully.
- Manage staff time management, sickness and annual leave.
- Attend weekly planning meeting with the Venue Manager and team to discuss the week ahead and any issues requiring action.
- Work with Venue Manager to ensure all new staff are trained and inducted properly into the Team.

##### 2. To supervise and undertake housekeeping and cleaning duties

- Lead on carrying out and maintaining high standards of cleanliness in the conference and study venue, Middle Yard and offices.

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- Complete full site changes between visitors, and set up for incoming groups.
- Lead on setting up meeting spaces for incoming groups.
- Conduct daily and weekly site checks.
- Keep all site premises, equipment and facilities clean, stocked, in good order, ready and welcoming.
- Keep up to date cleaning records, accurate stock takes and process orders as required.
- Report any issues/concerns/damage to property to Venue Manager.
- Ensure that Laundry is cleaned and stocked for the houses.

### **3. To supervise and undertake the required catering**

- Work with the Head Chef to plan staffing requirements for guest mealtimes.
- Ensure that visitors' mealtimes are appropriately staffed.

### **4. To supervise and undertake the required support for visitors**

- Prepare the premises for visitors to a high standard and in time.
- Provide unobtrusive but efficient support to visitors during their stay.
- Liaise with other staff as necessary to ensure that bookings and visits are successful and enjoyable.

### **5. Flexibility/call out**

- Plan the staff rota to cover the needs of the visitors including evenings and weekends, as required.
- At times, covering out-of-hours call outs, welcoming guests, locking up and emergencies.

### **6. Being part of the team**

- Taking an active part in the organisation and programs of work.
- Assisting with, taking part and supporting events as appropriate.

### **7. Legal requirements**

- Adhering to health and safety, food hygiene, COSHH and other statutory regulations.

## **Person specification**

We are looking for a natural team leader, someone who will undertake the work cheerfully and with enthusiasm, who is thorough and highly organised. The Head Housekeeper will be comfortable with managing a team and know how to get the best from them. They will take pride in housekeeping and cleaning, will work efficiently and cooperatively with others, and enjoy looking after our visitors.

### **Essential criteria**

- Experience of supervising and motivating a team.
- A strong and effective communicator – written and verbal.
- Attention to detail and excellent timekeeping.
- Commitment to communicating with visitors to understand and meet their needs.
- Flexibility in working hours to meet needs of visitors and the Trust.
- Interest in, and support for, the aims of the Trust.
- Fitness and own transport.

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### **Useful, but not essential:**

- Experience of working in the hospitality industry.
- Experience of client/customer liaison.

### **Benefits of working at Bore place**

- A role within a diverse team working for a charity supporting and educating young people.
- Pension, paid holidays and bank holidays.
- Paid for DBS check.
- Coaching and support.
- Opportunity to undertake further learning and training.
- A role within a wider organisation with opportunities for learning about the environment, countryside and food through a programme of events for staff.