



JOB DESCRIPTION

Job Title: Housekeeper

Post Reference No: HK02

Reports to: Housekeeping Coordinator, Holiday Services Manager

Grade/Salary: £12.36 per hour for 18+.

Hours: Between 16 and 40 hours per week on a rota basis. Some early shifts or late shifts will be required.

Status: Permanent or Seasonal contracts available.

The Lulworth Estate requires Housekeepers to work at our beautiful holiday park at Durdle Door as well as our unique holiday cottages situated throughout the estate.

Our sites are popular with a wide range of holidaymakers and owners, all of whom share a love of this idyllic, unspoilt coastline and countryside.

Housekeeping can be hard work and very changeable, therefore we are looking for motivated staff who are flexible and who appreciate a job well done, even on busy and tiring changeover days in high season.

Some previous experience of housekeeping, including cleaning and laundry is preferred, but not essential as full training will be given. Applicants will need excellent attention to detail, a willingness to learn, total reliability and a hard-working attitude.

Main Tasks and Duties:

- Cleaning of all touring and camping facilities including showers, toilets and dishwashing areas.
- Cleaning of holiday park accommodation units and cottages, as well as any other premises required.
- Ensuring all cleaning is to the high standard expected.
- Making beds and changing linens.
- Reporting any damage, breakages, faults or shortages in the inventory to the Senior Customer Care & Operational Assistant, ensuring that the premises in which you work are maintained to the highest standard.
- Working in other areas, such as laundry, as and when required in order to meet business needs.

Duties Expected of All Staff:

- To undertake such personal staff development as is agreed to be necessary for the development of the role and the individual.
- To set a high standard of professionalism. This will include maintaining regular contact with colleagues, and customers verbally, in writing and via e-mail.
- To monitor customer satisfaction and continually seek ways of improving the service for which the post is responsible.
- To regularly review, adapt, and improve systems and procedures.

- To undertake an annual appraisal which clearly identifies targets for continued improvement.
- To take proactive responsibility for Health & Safety at all times, reporting accidents, incidents and near misses which may affect staff, customers and visitors.

This range of tasks should not be construed as definitive or exhaustive due to the changing external environment within which the Estate operates. Other duties may be required within the general scope of the post.

Person Specification:

	Essential	Desirable
<u>Qualifications</u>		
<u>Experience and Knowledge</u>	<ul style="list-style-type: none"> • Knowledge of how to use cleaning tools and supplies. • Experience of managing and organising your time. 	<ul style="list-style-type: none"> • Previous experience within a housekeeping role. • Knowledge or experience of a customer service environment.
<u>Skills and Abilities</u>	<ul style="list-style-type: none"> • Highly efficient with excellent attention to detail. • Able to work independently and as part of a team. • Good physical stamina and strength. 	
<u>Personal Qualities</u>	<ul style="list-style-type: none"> • Excellent timekeeping. • Excellent communication and interpersonal skills. • A strong work ethic, taking pride in delivering excellent service. • A positive, can-do attitude. 	
Other		

Competencies Required of All Staff:

- Excellent interpersonal and communication skills when dealing with colleagues, visitors and external bodies at all levels.
- A positive, 'can-do' attitude.
- Keen to embrace and deliver change.

- Self-directed with a high level of personal drive.
- Commitment to achieving excellence through continuous improvement.
- Enthusiastic with ability to motivate.
- Ability to problem solve
- Prepared to work flexibly to meet work requirements including weekends and evenings to support the effective functioning of the department and wider Estate as required.
- Ability to contribute to achieving cultural change.
- Active commitment to equal opportunities

Terms and Conditions:

- This is a permanent appointment.
- The Contract of Employment will be based on the provisions of the Weld 1994 Settlement.
- The salary for this post will be £12.36 per hour for those aged 18+.
- The annual leave entitlement will be 28 working days to be taken during the period 1 January to 31 December inclusive of bank holidays or Christmas closure days.
- The appointment is subject to the satisfactory completion of a 3-month Probationary Period with a review after 1, 2 and 3 weeks.
- The notice period will be dependent on contract type.
- Membership of the Peoples Pension Scheme is available.
- The appointment is subject to the Estate receiving satisfactory references.
- *The successful candidate is required to advise whether they are aware of any health condition or disability which might impair their ability to effectively undertake the duties of the position as outlined above. This disclosure may result in a referral to the Occupational Health Advisor for a medical clearance prior to commencing employment.*

Applications

Applicants for this position must send their completed application form to recruitment@lulworth.com along with a covering letter or email confirming the hours they would be interested in working.

We are not accepting CVs at this stage from Recruitment Agencies

The Closing Date for Applications: TBC.

Proposed Interview Date: Interviews on an Adhoc basis.

We reserve the right to close this position before the published closing date, should the need occur. We therefore advise that you complete and submit your application as soon as possible.

Please add recruitment@lulworth.com to your list of safe senders to ensure that any correspondence from us does not go directly into your spam folder.

You will be asked to provide evidence of all the qualifications listed on your application form at interview.

Please ensure you read our GDPR Candidate Privacy Notice to understand how your data is processed. This can be found on the Lulworth website under the recruitment page or you can request a copy by emailing recruitment@lulworth.com.

Following receipt of completed application forms, if you have not heard from us within 2 weeks of the closing date regrettably you will not have been short listed on this occasion. All short listed applicants will be contacted within 2 weeks of the closing date or no later than 3 days prior to the interview date (where an interview date is specified).

Statement by appointed person:
(Section to be completed following offer of post to successful candidate)

I am pleased to confirm my agreement to the terms, conditions and duties stated within this job description and agree to undertake the role of Housekeeper at the Lulworth Estate.

Signed:

Print Name (Block capitals):

Date: