



## **JOB DESCRIPTION**

**Job Title:** Housekeeper

**Post Reference No:** HK01

**Reports to:** Housekeeping Coordinator, Holiday Services Manager

**Grade/Salary:** £12 per hour for 18+.

**Hours:** 18 hours per week, worked on a Friday, Saturday and Sunday. Some early shifts or late shifts will be required.

**Status:** Permanent.

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The Lulworth Estate requires Housekeepers for our beautiful and busy holiday park as well as our unique holiday cottages.

Previous experience within a housekeeping role is preferred but not essential. Applicants must have a strong work ethic, a positive, can-do attitude and a willingness to learn.

### **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:**

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

**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 per hour for those aged 18+.
- The working hours are 18 hours per week, worked on a Friday, Saturday and Sunday with flexibility to meet business needs.
- The annual leave entitlement will accumulate on a monthly basis pro rated to the hours you work each month based on 28 days (5.6 weeks) entitlement inclusive of public and Bank Holidays, 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 months.
- 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](mailto: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](mailto: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](mailto: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:** .....