



**Wivenhoe House Hotel Limited**

**Job Pack - Housekeeper**

**Wivenhoe House Hotel**, a beautiful 18<sup>th</sup> century 4 star country house hotel, near to the pretty quayside village of Wivenhoe and within minutes of Colchester, Britain's oldest recorded town, is currently recruiting a Housekeeper. This is an exciting opportunity for an experienced person to join our team in a busy and challenging environment which includes a combination of 40 rooms and luxury suites, 110 cover Brasserie restaurant and 120 cover banqueting and conference facilities.

The successful candidate will be part of a team of Housekeepers working throughout the Hotel and also mentoring students of the Edge Hotel School who work with the Hotel as part of their Hospitality Management Degree. If you are proactive, ambitious, a team player, have an eye for detail and a real passion for the role of Housekeeper then we would like you to join our team.

**Duties of the Post**

The successful candidate will be required to clean rooms/suites, change bed linen and towels, and to undertake cleaning and portering duties throughout the Hotel to an agreed standard. You will also be required to assist with linen storage and deliveries and carry out any other special cleaning tasks as requested. The role is hands on involving the moving of furniture and equipment in guest rooms and other areas of the Hotel. If you have previous cleaning experience, can work flexibly in a role which could include working some late shifts, have an eye for attention for detail and can deliver excellent customer service this could be the opportunity for you to be part of this unique and exciting operation.

**Experience**

Previous experience of working as a Housekeeper in a hotel, care home or similar industry is preferred. Qualifications in Manual Handling, COSHH training and NVQ Level2 in Customer Care or Hospitality would also be an advantage.

**JOB DESCRIPTION**

<b>Job Title and Grade:</b>	Housekeeper Band 2
<b>Contract:</b>	Permanent, Full-time
<b>Hours:</b>	40 hours per week (to be worked flexibly 5 days from 7, including evenings up until 8:30pm, weekends and bank holidays)
<b>Salary:</b>	£25,031 per annum
<b>Department/Section:</b>	Housekeeping
<b>Responsible to:</b>	Housekeeping Manager
<b>Reports on a day to day basis to:</b>	Housekeeping Manager/Housekeeping Supervisor
<b>Purpose of job:</b>	To consistently deliver high standards of service to Wivenhoe House Hotel Guests and to support, guide and train the Student Practitioners carrying out cleaning duties within hotel bedrooms and suites to agreed standards as well as main areas of the hotel.

Duties of the Post:

The main duties of the post, some of which will require physical effort, will include:

1. Cleaning of designated areas of the hotel to the agreed standards and within the agreed timeframes ensuring care and attention to detail at all times.



2. Ensure all housekeeping and linen stores are well maintained; perform linen and towels stock count when requested.
3. Prepare rooms to the agreed standards and time frames.
4. Carry out all reasonable Guest, VIP's and special requests as instructed by Housekeeping Manager or their nominee.
5. Work in teams, assisting with guiding, mentoring and coaching Students Practitioners from the Edge Hotel School working in Housekeeping.
6. Assist in any way that may be necessary to ensure the efficiency and smooth running of the Housekeeping Department.
7. Ensure all housekeeping storage areas are packed according to specifications.
8. Ensure all damaged linen and towels are removed from circulation and reported to the Housekeeping Manager or their nominee.
9. Perform linen change in occupied rooms as per agreed standards and ensure all soiled and dirty linen is removed from the rooms and placed in the correct bags.
10. Ensure that all cleaning materials and equipment are stored safely at all times and that only approved cleaning materials as detailed in the C.O.S.H.H. register are used.
11. Carry out special cleaning tasks as directed.
12. Ensure all maintenance defects are reported promptly.
13. Follow Health & Safety guidelines at all times, particularly C.O.S.H.H., Manual Handling, Working at Heights, etc.
14. Ensure security of allocated keys and Guest rooms at all times.
15. Covering housekeeping porter duties with cleaning public areas and distribution of clean linen.
16. Provide excellent customer service at all times.
17. Undertake any reasonable duties as requested by the Housekeeping Manager or their nominee.

***These duties are a guide to the work that the post holder will initially be required to undertake. They may be changed from time to time to meet changing circumstances.***

## PERSON SPECIFICATION

**JOB TITLE:** Housekeeper

### Qualifications/Training

	Essential	Desirable
▪ NVQ Level 2 in Customer Care or Hospitality	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ COSHH training	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Manual Handling	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Experience/Knowledge

	Essential	Desirable
▪ Previous experience in a similar role	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Previous experience of training new staff in housekeeping teams	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Previous experience working in a Hotel environment	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Skills/Abilities

	Essential	Desirable
▪ Strong customer care skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to work efficiently under pressure	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent attention to detail	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ A high standard of personal presentation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Confident, professional and welcoming manner	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to deal with high profile clients in a professional manner	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Very good organisational skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent team player	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Patience to share knowledge and experience with teams of student practitioners	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Self-motivated	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to read and understand Health & Safety information in order to carry out duties in a safe manner whilst using chemicals and equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Be able to undertake the physical aspects of this post	<input checked="" type="checkbox"/>	<input type="checkbox"/>

### Other

	Essential	Desirable
▪ Ability to meet the requirements of UK 'right to work' legislation*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Flexible approach to working times	<input checked="" type="checkbox"/>	<input type="checkbox"/>