



HOUSEKEEPER

Applicant Pack

April 2022



INTRODUCTION

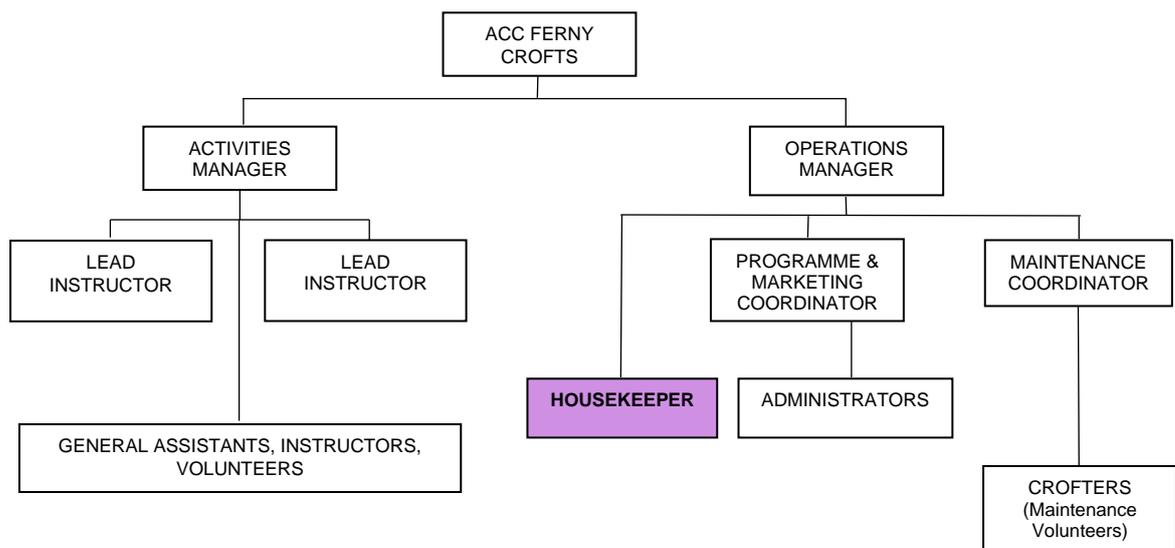
Thank you for your interest in the above role. This document does not form part of the terms and conditions, but aims to give you more information about the role, its context and an outline of the work you could be involved with.

Background to Ferny Crofts

Ferny Crofts is set in 31 acres of the beautiful New Forest, its location is idyllic. Onsite high-level activities add to the attraction and include Abseiling, Adventure Course, Archery, Climbing, Crate Stack, High Ropes, Raft Building, Rifle Shooting, Team Build and Zip Wire.

The Centre offers indoor accommodation in the form of two 32 bed units and a 6-bed unit which can be either catered or self-catered. Camping for up to 500 is also on offer, campsites of various sizes are available both in the woods and on open fields.

Our Staff Structure is:



Applications:

Please ensure in your application form, that you provide a statement as to why you believe you are suitable for the role and what you believe you could bring to the post. Ensure you address the points detailed in the person specification.

Application Deadline: 5pm 6th May 2022

HOUSEKEEPER

JOB DESCRIPTION

PURPOSE OF THE JOB

To maintain a high standard of cleanliness and hygiene throughout Ferny Crofts Scout Activity Centre.

Ensure that facilities are clean and presentable in good time for guests' arrival and maintain cleanliness of offices and staff communal areas.
Provide excellent customer service at all times.

JOB TITLE: HOUSEKEEPER	LOCATION: FERNY CROFTS
REPORTS TO: OPERATIONS MANAGER	SALARY: £13.00 per hour <i>(25 hours per week, equivalent to £25,300 per annum full time)</i>
DATE OF JOB DESCRIPTION: April 2022 Version 4	

CORE OBJECTIVES		% of time spent
1	Maintain a high standard of hygiene and cleanliness across the Ferny Crofts Site, including leading staff teams in carrying out cleaning work.	70%
2	Ensure Cleaning supplies are kept to correct stock levels, and are stored correctly and safely.	10%
3	Ensure Cleaning Monthly Checks are completed on schedule every month.	20%
OTHER / GENERAL OBJECTIVES		
4	<ul style="list-style-type: none"> Ensure the Scout Association Health and Safety; Child Protection; Religious; Equal Opportunities and Anti-bullying Policies are adhered to at all times. Show a commitment to the Vision, Mission, Strategic Aims and Policies of the Activity Centre and strive to maintain these through personal conduct and effective relationships with colleagues and guests. 	

This post is a part time role with flexible working hours to suit the right candidate, with an expected 25 hours per week, which will include weekends and some evenings.

Please see final page of this pack for more details.

JOB DESCRIPTION – HOUSEKEEPER

CLEANING

- Manage and undertake the cleaning of the Centre so that all facilities are fit for use by guests, staff and other visitors at all times.
- Responsible for ensuring all laundry from customer accommodation buildings is completed in an efficient and timely manner, and stored appropriately.
- Responsible for ensuring that Ferny Crofts Offices, County Office, Reception, Staff facilities and communal areas are kept clean, tidy and safe at all times.
- Responsible for scheduling and coordinating the regular deep cleaning of buildings and other facilities.

MATERIALS AND EQUIPMENT

- Responsible maintaining an ordering system for all cleaning products and consumables.
- Responsible for ensuring all cleaning cupboards and storage areas are kept appropriately stocked, well organised, clean and safe at all times.

HEALTH AND SAFETY

- Undertake regular checks, including water temperatures and fire alarms, to ensure the health and safety of guests and staff, and that the Centre remains statutory compliant.
- Maintain a COSHH register for all cleaning products and ensuring that the necessary staff training is delivered for its safe use.
- Assist with ensuring the Health and Safety of the Centre by working in accordance with our Risk Assessments and Standard Operating Procedures.

OTHER DUTIES

- Contribute to the continuous growth and development of Ferny Crofts by bringing new ideas to the Centre and the role, which will improve our services, increase efficiency, and reduce costs.
- Other duties may be required as deemed necessary by the Operations Manager in view of changing needs/policies of the Centre.

PERSON SPECIFICATION

E = Essential D = Desirable

KNOWLEDGE

Confident and knowledgeable in the use of cleaning equipment and materials	E
Knowledge of Health and Safety procedures	E
Understanding of The Scout Association and how we work	D

Qualifications

Cleaning, COSHH, or other Health and Safety qualification or training	D
Current First Aid qualification	D

EXPERIENCE

Previous Cleaning Experience	E
Experience of working as a member of a small team of staff or volunteers	E
Experience of cleaning in a customer accommodation environment	D

SKILLS

Ability to complete a range of cleaning and housekeeping tasks to a high standard	E
High attention to detail	E
Good communication skills	E
Ability to deliver training to staff and volunteers	D
Good administrative skills including the ability to monitor cleaning equipment stock levels and use online ordering forms	E
Basic IT skills including use of websites and Microsoft Office applications	D
Ability to organise and prioritise own workload	E
Ability to work to tight time constraints	E

OTHER

Able to be a positive team member	E
Flexible approach to allow evening and weekend working when required	E
Flexible approach to assist with other tasks as required	E
Willing to further own skill levels	D

What's in it for me?

Annual Salary:

Salary is set at £13.00 per hour (full time equivalent of £25,300 per annum, *pro-rata*).

This is a flexible role with hours worked to be agreed with the successful candidate, however this will be a minimum of 25 hours per week.

Additional hours may be offered to the post-holder in the peak season at the same rate of pay.

This salary will be reviewed as part of the annual pay review.

Salaries are paid monthly in arrears on the last working day of each month.

Hours worked:

25 hours per week, which will include weekends and may include early evening work at times.

The rota pattern will be flexible, dependant on the business needs of the Centre which vary throughout the year, and to suit the needs of the post-holder.

Core hours will be discussed and agreed with the successful candidate according to these requirements.

Please feel free to contact us by email or telephone if you wish to discuss the hours in more detail to establish whether this will fit with your personal situation.

Location: Ferny Crofts Scout Activity Centre, Beaulieu Road, Beaulieu, SO42 7YQ.

Accommodation is not available as part of this role.

Holiday Entitlement: Equivalent to 33 days *pro-rata*, which includes bank holidays*

**Ferny Crofts closes completely over the Christmas and New Year period, and you must ensure you have sufficient annual leave to be taken over this time. Bank Holidays are treated as normal working days, and therefore are not guaranteed to be days off.*

Probationary Period: This post is subject to a 3-month probationary period.

All posts are subject to enhanced DBS clearance.

A comprehensive Staff Handbook is available on request.