



# HOUSEKEEPER

## Applicant Pack

June 2025



# 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.

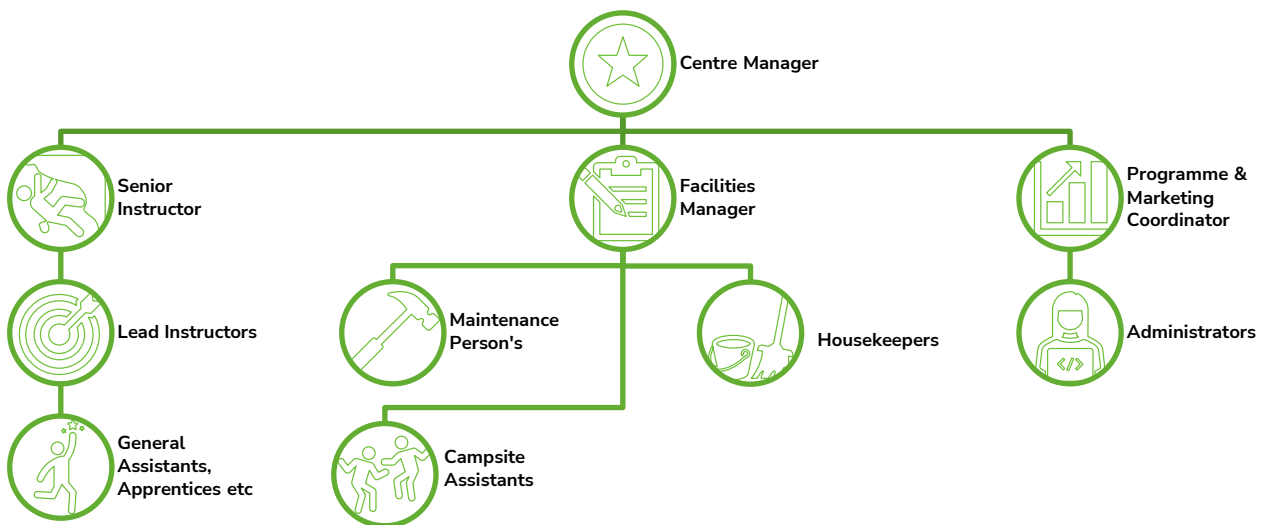
## Background to Ferny Crofts

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.

Ferny Crofts is part of the scouts and is owned by Hampshire Scouts.

## 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 Sunday 17<sup>th</sup> August 2025. If you haven't heard from us after the closing date, your application was unsuccessful.

# 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.

<b>JOB TITLE:</b> HOUSEKEEPER	<b>LOCATION:</b> FERNY CROFTS
<b>REPORTS TO:</b> FACILITIES MANAGER	<b>SALARY:</b> £12.60 per hour
<b>DATE OF JOB DESCRIPTION:</b> July 2024 Version 6	

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

This post will be filled by two part-time staff members, each working 25 hours per week on a generally fixed two-week rolling rota, with scope for occasional adjustments if required. The role includes regular weekend work and one weekday each week where both staff members work together. Please see the 'Working Pattern' section for further 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 for 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 ensure 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 any one of the duty managers 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 £12.60 per hour (full time equivalent of £24,570 per annum, *pro-rata*).

This role will be covered by two part-time staff members, each working 25 hours per week on a fixed two-week rolling rota. Hours and shift patterns are detailed in the 'Working Pattern' section. Additional hours may be offered to each post-holder in the peak season at the same rate of pay or managed by Time Of In Lieu (TOIL).

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.

Pension contributions, Simply Health, Additional Holiday for Length of Service, Performance-related Pay Awards & regular social events are also benefits that the successful candidates can gain from this role.

### **Hours worked:**

This role will be carried out by two part-time staff employees, each working 25 hours per week on a fixed two-week rolling rota. The rota includes regular weekend work and one weekday where both Housekeepers will work together.

While the rota is fixed to ensure consistent coverage, there is scope for occasional adjustments in response to Centre needs or staff availability for example, to provide holiday cover or where both parties agree to a swap and it is confirmed with the line manager.

Further details of the rota can be found in the 'Working Pattern' section of this pack.

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 6-month probationary period.

All posts are subject to enhanced DBS clearance.

A comprehensive Staff Handbook is available on request.

**Working Pattern:**

We are recruiting two part-time Housekeepers, each working 25 hours per week, on a two-week rolling rota. This approach ensures consistent coverage across the week, including weekends, and allows for a shared workload.

Each Housekeeper will follow the same two-week pattern but on alternate weeks. One day each week will involve both team members working (a crossover day), providing time for joint tasks or handovers. All shifts include a 30-minute unpaid break.

**Housekeeper 1****Week 1:**

**Monday:** Off

**Tuesday to Thursday:** 09:00 – 16:00

**Friday:** 08:30 – 14:30

**Saturday & Sunday:** Off

**Week 2:**

**Monday:** 09:00 – 16:00

**Tuesday to Thursday:** Off

**Friday:** 11:00 – 17:00

**Saturday & Sunday:** 09:00 – 16:00

**Housekeeper 2**

Will follow the same rota as above, but in reverse weeks (i.e., working Week 1 when Housekeeper 1 is working week 2, and vice versa).

This schedule is designed to provide coverage across all days while allowing both employees a balanced work-life routine. While the rota is generally fixed, occasional adjustments may be made by mutual agreement with the other housekeeper and your line manager or to meet Centre needs (e.g. for holiday cover).