JOB DESCRIPTION

Post: **Room Attendant / Housekeeper**

Responsible to: The Room Attendant / Housekeeper reports to the Head Housekeeper.

Summary of post: To keep guest rooms and public areas of the Lodge and Conference Centre to a high level of cleanliness, respecting guest privacy at all times.

Canterbury Cathedral is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All post holders and volunteers are expected to share this commitment.

Hours of work: 20 hours per week, 5 days out of 7

PRINCIPAL TASKS

- Clean guest bedrooms and bathrooms, including re-making beds, to a high standard
- Clean all the public areas of the Lodge and Centre to a high standard
- Deep clean bedrooms as instructed by the Head Housekeeper and/or Housekeeping Supervisor.
- To assist with in-house laundry when required.
- Report any defects/maintenance issues to the Head Housekeeper and/or Housekeeping Supervisor
- Log lost property and hand to the Head Housekeeper and/or Housekeeping Supervisor.
- Be prepared to undertake training as directed by the General Manager.
- Assist in other departments on occasions when necessary
- Take reasonable care for the health and safety of yourself and other people who may be affected by what you do or do not do at work.
- Co-operate with the management of the Chapter of Canterbury to enable it to comply with any prohibitions and requirements imposed on it by the relevant health and safety legislation.
- Refrain from interfering with or misusing anything provided by the Chapter of Canterbury in the interests of health, safety and welfare.
- Inform your Manager of any shortcomings in Chapter's arrangements for carrying out the Health and Safety Policy.
- Use all equipment in accordance with your training and instructions and report to your Manager any defects in plant, equipment or premises that could present a risk to health and safety.
- Carry out any reasonable task that may be required by Management.

PERSON SPECIFICATION

The personal specification below indicates the qualifications, experience, knowledge and skills required to undertake the role effectively.

ESSENTIAL KNOWLEDGE AND SKILLS

- Organised and self-disciplined with the ability to work under own initiative.
- Good standard of hygiene.
- Awareness of fire and health and safety policy and procedures especially COSHH.
- Awareness of risk assessments.
- Understanding of and sympathy with the aims and purposes of the Cathedral, its mission and ministry.

DESIRABLE KNOWLEDGE AND SKILLS

- Previous experience within a hotel/guesthouse environment.
- Holder of a 1st Aid Certificate.

PERSONAL ATTRIBUTES

- Must be flexible in approach to working times as this position includes working irregular days to match the business demands of Canterbury Cathedral Lodge, which includes weekends and public holidays.
- To be sufficiently active and fit enough to lift, bend and furniture in order to fulfil the requirements of the position.

LOCATION

Canterbury Cathedral Precincts

EQUALITY STATEMENT

The Dean and Chapter recognises that discrimination and victimisation is unacceptable and that it is in the interests of the organisation and its employees to utilise the skills of the total workforce. It is the aim of the organisation is to ensure that no employee or job applicant receives less favourable facilities or treatment (either directly or indirectly) in recruitment or employment on grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation.

This job description is provided to assist the post holder to know their principal duties. It may be amended from time to time in consultation with the post holder, by, or on behalf of, the Head of the Department, without change to the level of responsibility appropriate to the grading of the post.

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