



<b>Job Profile</b>	<b>Housekeeper</b>
<b>Department / Parish / Agency</b>	SPEC Retreat Centre
<b>Reporting to</b>	Centre Manager
<b>Cost Centre</b>	345
<b>Location / Address</b>	125 Waxwell Lane, Pinner HA5 3EP
<b>Contract type</b>	Permanent
<b>Hours</b>	25 per week (flexible working pattern to meet the needs of our users)
<b>Salary</b>	£14,105
<b>Job Reference</b>	248-345

### **Job Purpose:**

To maintain high levels of cleanliness throughout the retreat centre site be responsible for all housekeeping requirements for staff and guests over seven days per week. Be responsible for adhering to and practising of all current health and safety regulations and undertake mandatory training as set out by the Diocese. On average you will work a 25 hour week, with annual leave and time in lieu being taken during the school holidays. Flexibility in relation to hours worked will be required to meet the needs of our users.

### **Principle duties and responsibilities**

- To carry out a variety of cleaning activities as required such as sweeping, mopping, dusting, polishing, vacuuming, disinfecting, waste disposal and tidying.
- To clean doors, interior windows and stairwells as required
- To liaise with the laundry company for collection and delivery of the bed linen.
- Ensure that all guest rooms and public areas are cleaned and prepared for guest arrival.
- Ensure adequate supply of cleaning materials, ensuring that they are stored correctly and that COSHH guidelines are adhered to.
- To undertake general cleaning duties in the Main House, Joan of Arc Building, Rotunda and Tudor Flat
- Notify the Centre Manager of any damages or defects.
- Adhere strictly to rules regarding health and safety.
- To replenish toilets and kitchen with soap, toilet tissues, kitchen paper in a timely manner
- To undertake any COVID-19 cleaning precautions. This will include:-
  - i. Sanitizing surfaces and door push plates/handles in the site.
  - ii. Frequently cleaning all touch points within the Centre.
  - iii. Replenishing sanitizing stations.

- To work in collaboration with the rest of the operations team.
- Carrying out any other duties which may reasonably be required by the Centre Manager or the Director.
- Flexibility with regard to hours will be required to meet the needs of our users.

### **Competencies, knowledge & experience required:**

- An understanding of, and sympathy with, the social and moral teachings of the Catholic Church
- Knowledge of and experience of working in a similar role
- An enthusiastic and flexible individual with a good sense of humour
- A team player with the ability to work on their own
- Shows initiative and proactivity and is self-motivated
- Demonstrates an eye for detail in their work
- Thorough approach and able to manage a busy workload, when needed

The role is subject to satisfactory references and a DBS Enhanced Level Disclosure and Barred

### **Our Diocese Values**

Catholic social teaching covers all spheres of life, whether this is economic, political, personal or spiritual. At the heart of Catholic social teaching are principles and the four ethical values of love, truthfulness, justice, and freedom.

As the administrative support function of the diocese, here to serve our parishes, agencies and schools it would be out of step if we did not hold similar values.

We believe that for us to succeed we aspire to be person centered and place human dignity at our centre. We strive to take a holistic approach to the development of our people so that we may better serve the functions of our church.

Our core values are **Competence, Reliability, Honesty, Perseverance & Love.**

#### **Competence**

We strive to achieve total competence in all that we do – as an employer and as the administrative support function to our parishes, agencies and schools we are committed to developing and maintaining our knowledge, our skills and our expertise at the highest level required to benefit those that we serve.

#### **Reliability**

Because our parishes, agencies and schools rely upon us to support them in the work that they do, we aspire to deliver with consistency excellence in service. We can be depended upon to deliver on commitments and promises and make the lives of those we support more rewarding.

#### **Honesty**

We will act with integrity, truthfulness and straightforwardness at all times. We will challenge when appropriate and act with fairness and transparency at all times. If we make an error, we will own that mistake and can be trusted to make it right. We will be authentic in our passion for the support we provide to our parishes, agencies and schools.

**Perseverance**

We shall always demonstrate a steady persistence in every course of action – we will be tenacious disciplined and committed. Our collective perseverance speaks to continuing to provide support and service even when faced with difficulties and challenge. We shall be persistent in our pursuit of continuous improvement and excellence and will demonstrate determination, tenacity and integrity in everything that we do.

**Love**

We will demonstrate our love through the dedication and devotion we extend to all our parishes, agencies and schools. We will consistently act with empathy, understanding and passion – we will value each other and celebrate colleague’s success; we will support, provide care and compassion for those who need it and be relied upon to be competent, reliable & honest.

**Person specification:**

This section outlines the things you will need to be able to demonstrate to be a successful in your role. We expect that you will work to our shared values in everything you do. In addition to our diocesan values, you will also need to be able to demonstrate the following areas.

<b>Skills/competence requirements</b>	<b>Essential/ Desirable</b>
Good organisational skills, with an ability to prioritise.	E
Ability to work with complete discretion and confidentiality.	E
Ability to project a friendly, welcoming manner.	E
Ability to work within a small, close-knit team with volunteers on special occasions.	E
<b>Experience</b>	
Some experience in a similar role.	D
An interest in working for the Catholic Church	E