



Housekeeper

JOB DESCRIPTION

- Accountable to: Hospitality Services Manager
- Responsible for: The House/Servery Team (about 10-12 residential Community members)
- Length of Contract: From ASAP for 3 years.
- Hours: 5 full days each week worked on a rota system that includes evenings and weekends. Due to the nature of the position working hours are variable, however not less than 35 hours per week. All community members are expected to engage in extra evening activities 2-3 times a week including weekends. All residential staff members are included on the DPR rota which involved being “on-call” for a 24 hour period.

THE CONTEXT

Lee Abbey London was established in 1964 as a hall of residence for international students, staffed by a residential Christian Community who seek through their daily work, worship and lifestyle to “communicate Christ through relationships”. Lee Abbey London is part of the wider Lee Abbey Movement and although Anglican in its foundation is now home to an international and ecumenical Christian Community drawn from many traditions and backgrounds.

Our lifestyle as a Community focuses on the following areas:

- Daily corporate worship and prayer
- Hospitality to students and guests
- Discipleship of Community Members
- Friendship Evangelism and living “Missionally”

Our life together in Community is an essential part of the living out of and sharing of the Gospel. We believe in the abundant life promised by Jesus, through developing warm, supportive and accepting relationships with God and one another. All Community members, regardless of their area of work responsibility must therefore have some sense of calling to Community and involve themselves in all aspects of its life.

HOUSEKEEPING DUTIES

Team Leading the House/Servery Team

This is a practical hands-on job where you will work alongside your team. The Housekeeper has overall responsibility for the care and cleaning of the Lee Abbey premises. As well as cleaning you will be leading and directing the work of the House/Servery Team which carries out this work. You will receive support and guidance from Hospitality Services Manager who will be your line manager for all housekeeping matters.

This post is at the Team Leader level. You will be responsible for the preparation of the team's weekly work rota as well as authorising team holiday requests. Rotas should be prepared at least 2 weeks in advance.

You will attend the weekly staff meeting where issues affecting the work of the Community as a whole are discussed.

Supervising

You will lead by example and give particular attention to training and mentoring team members and monitoring performance, time-keeping etc (for many Community members, this is their first experience of work).

You will give relevant constructive feedback to team members to equip them to carry out their work to the best of their ability. This may include conducting regular one to one's with team members.

You may be expected to cover for the Hospitality Services Manager when he/she is not at work for 3 days or more.

Training

Care and attention should be given towards training and equipping team members with relevant knowledge and skills. In particular, you will train team members in all housekeeping and servery procedures, the safe use of chemicals (COSHH) and basic principles of health & safety.

You will complete the ANUK/UNIPOL National Code online training course and ensure that your team follows the best practice guidelines as described in the Code.

You will be the first point of contact in the case of a medical emergency when it is your turn to be "Duty Person". You will therefore be required to attend relevant first aid training.

Health & Safety

You will be responsible for conducting annual Health and Safety risk assessments for your department. This includes assessments of all tasks as well as COSHH evaluations. You must ensure that the relevant data sheets for all chemicals are kept up-to-date and accessible.

Pastoral Care of the House/Servery Team

As a senior member of this Christian Community, you will provide pastoral support and care to the members of the House/Servery Team in particular, but also to the community as a whole. This involves leading weekly team meetings and encouraging team members towards greater maturity and dependence on Jesus in their personal faith.

You will be expected to participate in our outreach and mission with the students through our Social Programme. The Director and Hospitality Services Manager will discuss with you ways in which you can use your gifts and talents further in support of our Christian ministry.

Regular Cleaning

You will be responsible for ensuring that the whole building is kept thoroughly cleaned. This will involve:

- Working as part of the House and Servery Teams
- Ensuring that all public areas are properly cleaned each day

- Organising the cleaning of all bedrooms on a regular weekly basis, and notifying room occupants about which day their room will be cleaned (no resident staying here may “opt-out” of this).
- Liaising with the Hospitality Services Manager to ensure a programme of regular deep cleaning is maintained, as well as a schedule for cleaning carpets, curtains and other furnishings.

You will be responsible for maintaining and enhancing cleanliness standards – always seeking for improvement.

Changeovers

You will need to liaise with the Accommodation Officer on a daily basis regarding the number of rooms that need to be “changed over” after a guest has departed.

You will demonstrate skill in delegating tasks in such a way that this essential work is managed to a high standard and in a timely manner – ready for new guests to “check-in”.

Room Checks

You will assist the Hospitality Services Manager in checking the state of each bedroom before a long-term guest arrives, and again at their departure and will coordinate with the Accommodation Officer over any charges or fines that need to be deducted from the guest’s deposit.

You will liaise regularly with the Maintenance Team over any repair/maintenance work required.

Coffee Bar

You will ensure that the coffee machine is cleaned daily, stock is ordered regularly and undertake an annual stock take for the Accountant.

Outside Contractors

You will manage the day-to-day operation of various contracts, in particular:

- being responsible for day-to-day dealings with the contract laundry, and ensuring that this operates in an efficient and economical way
- monitor the performance and standards of contract cleaners for public bathrooms
- ensuring that the sanitary disposal contractors attend the premises as required by the contract, that they are escorted around the building when on site and following up when visits are missed.

You must ensure that any outside contractors invited to attend Lee Abbey London on housekeeping or servery related tasks perform risk assessments before carrying out any work at Lee Abbey.

Ordering and Budgets

You will take responsibility for ordering housekeeping supplies such as cleaning chemicals and equipment and will liaise with the Hospitality Services Manager and the Accountant regarding the relevant budgets. Proper records of orders/deliveries should be kept.

Servery Duties

You will ensure that the Servery, Wash-up and Dining Room are kept thoroughly cleaned and that guests receive friendly and helpful service from servery staff. This will involve:

- Supervising servery staff (members of the House/Servery team)

- Ensuring that the Servery, Wash-up and Dining Room are properly cleaned each day
- Organising the Deep Cleaning of all equipment in the Servery, Wash-up and Dining Room on a regular weekly basis.
- Liaising with the Hospitality Services Manager and Facilities Manager to ensure a programme of annual deep cleaning of the Servery and Wash-up is maintained.
- Maintaining and enhancing cleanliness and food hygiene standards – always seeking for improvement.



PERSON SPECIFICATION:

Essential

- A person who has a living and growing personal faith in Christ and commitment to living “Missionally”
- A clear calling and commitment to Community living
- Previous Housekeeping experience in the hospitality industry
- Experience in working with and relating to young people
- A team player who values and thrives on collaborative working
- Ability to work in a fast paced working environment and remain calm under pressure
- Excellent customer service skills and passionate about exceeding guest expectations
- Ability to communicate to and motivate your team providing day to day leadership and directions
- Someone who is well organised and able to juggle competing priorities
- Able to use Microsoft Outlook, Word and Excel.

Desirable

- Previous links with Lee Abbey London or the Lee Abbey Movement
- Supervisory experience

GENERAL TERMS & CONDITIONS

Allowances

The Housekeeper’s Community allowance is £9565 per annum. Allowances are reviewed in May each year. Accommodation, meals, utilities (incl phone line and broadband) and Council Tax are provided/paid for by Lee Abbey London.

Suitable accommodation will be provided according to need. **Due to accommodation limitations, preference may be given to single applicants.**

Where appropriate the spouse of the Housekeeper may be invited to apply for community membership as a “community volunteer”. Should they prefer to pursue a career outside of Lee Abbey, they would be invited to become an “Associate Community Member”.

It should not be assumed that a paid position within Lee Abbey for your spouse will be offered at any point. For spouses who pursue employment outside of Lee Abbey or choose not to be a member of Community, a financial contribution towards food costs may be required.

Working Pattern

The working week consists of five full days per week worked on a rota system that includes evenings and weekends. Days off vary from week to week and you should not expect to receive the same day off each week. Days off each week may not be allocated consecutively.

Community Membership at Lee Abbey is essentially a way of life, and does not include work for which hourly rates of pay would be applicable. Your times of work may vary according to the particular needs of the Community at any given time.

It will be necessary for you to work on bank/public holidays as required; these are considered to be part of your normal working week and do not attract any additional payment.

Duty Person (On-Call) Duties

Senior members of Community take turns to be on call for a 24 hour period on a rota system, to deal with any emergencies that may occur. On these occasions you will need to remain within the building or arrange another Duty Person to cover if you need to go out.

It is expected that you would have between 4 and 6 Duty Person duties per month, including at least one weekend duty.

Pension Arrangements

You will have the option to enrol into a Church Workers Pension Fund scheme. Employees contributions are 4% of salary, employers contributions are 14%.

All Community members are covered by Lee Abbey for death in service. This is at the rate of £50,000.

Holidays

You are entitled to thirty days holiday per annum, including bank holidays.

Retreats

All Community members who stay at Lee Abbey for a year or more are eligible for an annual 5 day retreat at either Lee Abbey Devon or Scargill House.

Review

You will have a review with the Hospitality Services Manager after three months in post and thereafter as required.

Notice

It is expected that you will remain in post for the full duration of this fixed-term contract. After an initial probationary period of three months when the period of notice on either side is one week, the period of notice will be two months on either side.

Length of Contract

The appointment will be a fixed term contract for 3 years.

Review of Lee Abbey Contracts

We are in the process of reviewing the terms of all contracts throughout the Lee Abbey Movement, so the above Terms may be subject to some changes.