

## Job Description

**Job Title:** Housekeeper

**Responsible to:** Facilities Manager

### Job Purpose:


To assist the Lead Housekeeper in ensuring the housekeeping service provision for the hospice and associated premises is delivered effectively. The role will ensure that all cleaning and hygiene requirements are carried out in line with infection control principles, to deliver a high-quality service to children, families and all recipients of the service.

### Main Duties:

- > Undertaking direct cleaning and laundry duties.
- > Coordinating, training and supervising housekeeping volunteers.
- > Deputising for the Lead Housekeeper in their absence.
- > Supporting the catering team with duties when required.
- > Maintaining a safe environment for employees, volunteers, children and others
- > Contributing to stock management, by ensuring effective stock rotation
- > Contributing to audits and monitoring, ensuring all associated paperwork and records are maintained.
- > Maintaining up-to-date knowledge and awareness of hygiene standards and other relevant regulations and standards.
- > Promoting the safety of the clients by observing and reporting to appropriate management any child whose well-being gives cause for concern.

### Other Duties:

- > To act as an ambassador for Acorns raising awareness of its charitable aims and objectives and enhancing its reputation through exemplary behaviour, conduct and team working.
- > To contribute to Acorns fundraising aims by raising awareness with your stakeholder groups about how vital fundraising is to the charity's mission and sharing opportunities for fundraising support.
- > To put the needs and interests of Acorns children and young people and their families first in all aspects of their work.
- > To ensure compliance with Acorns policies for diversity, employment, equal opportunities, health and safety, information governance and safeguarding.
- > To actively participate in an annual performance and development review process and any training and development identified to further enhance your role with Acorns.
- > To be curious and innovative, commit to continuous learning, researching new ideas, embracing new ways of working, sharing good practice across the team.

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- > To be familiar with the Health and Safety and Fire policies and procedures for the organisation completing mandatory learning as required.
  - > To carry out any other reasonable duty as requested by your line manager

Acorns adheres to the United Nations Convention on the Rights of the Child. As an employee you will be a Duty Bearer for Children's Rights and support all children to be Rights Holders.



## Person Specification: Housekeeper

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>&gt; Basic literacy and numeracy</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Health and safety basic level qualification</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>&gt; Previous experience of basic housekeeping duties including cleaning and laundry.</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Experience of working in infection control environment.</li> <li>&gt; Experience of working in an environment with children and young people.</li> <li>&gt; Knowledge of COSHH regulations.</li> <li>&gt; Awareness of Child Protection issues</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>&gt; To work collaboratively</li> <li>&gt; Sound practical knowledge of catering.</li> <li>&gt; Willingness to be flexible.</li> <li>&gt; Committed to high standards of cleanliness and hygiene.</li> <li>&gt; Approachable and friendly.</li> <li>&gt; Evidence of using own initiative.</li> <li>&gt; Ability to effectively prioritise.</li> <li>&gt; Ability to work with volunteers.</li> <li>&gt;</li> </ul>	
<b>Training</b>	<ul style="list-style-type: none"> <li>&gt; Completion of required training and learning for ongoing development in role</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>&gt; Commitment to equal opportunities.</li> </ul>	
<b>Behaviours</b>	<ul style="list-style-type: none"> <li>&gt; Seeks to work together with others, supporting where possible.</li> <li>&gt; Will challenge the status quo</li> <li>&gt; Positive, enthusiastic approach &amp; can-do attitude</li> <li>&gt; Curious, always seeking to understand and improve experience of customers</li> <li>&gt; Open to change and continuous improvement</li> <li>&gt; Innovative mindset and passionate about learning</li> <li>&gt; Commitment to the Acorns strategy &amp; its success.</li> </ul>	



## Terms and Conditions of Employment

<b>Job Title:</b>	Housekeeper
<b>Responsible To:</b>	Facilities Manager
<b>Location:</b>	Acorns for the Three Counties Hospice 350 Bath Road Worcester Worcestershire WR5 3EZ
<b>Salary:</b>	£24,570 per annum (pro rata)
<b>Enhancements:</b>	Hours worked on a Saturday – 30% enhancement Hours worked on a Sunday – 50% enhancement Hours worked on a bank holiday- 50% enhancement
<b>Notice:</b>	4 weeks, rising in line with statutory provision
<b>Hours:</b>	30 hours per week
<b>Holidays:</b>	35 days (262.5 hours) including public holidays
<b>Pension:</b>	Contribution to Group Personal Pension Plan or NHS Pension Scheme (if already in NHS Pension Scheme). Organisation will contribute 7.5% to pension.
<b>Life Assurance:</b>	Acorns Group Life Assurance Scheme or NHS Pension Scheme Life Assurance cover

All terms and conditions will be detailed in writing together with Employee Handbook which must be read and observed.