

JOB DESCRIPTION AND PERSON SPECIFICATION	
<b>Job title:</b>	Housekeeper
<b>Purpose:</b>	To ensure you deliver a high standard of cleanliness within our apartments and properties in general to create a memorable guest experience.
<b>Reporting to:</b>	Head Housekeeper/Housekeeping Supervisor
<b>Location and hours:</b>	Based at Whitworth Locke primarily. You will also have the flexibility to travel to other SACO/Locke sites as and when required by the business. You will be able to work flexibly, including weekends and bank holidays as required by local conditions. Our core working hours are 37.5 over 5 days.
IN THIS ROLE YOU WILL BE RESPONSIBLE FOR THE FOLLOWING;	
<p><b>Delivering Guest/ Customer Service</b></p> <ul style="list-style-type: none"> <li>Ensuring that apartments and public areas are cleaned to a high standard in time for guest arrival and that standards are maintained during the guests stay at all times</li> <li>Assist our guests, contractors and visitors as and when required</li> </ul> <p><b>Day-to-Day Operation</b></p> <ul style="list-style-type: none"> <li>Performing housekeeping duties to a consistently high standard</li> <li>Reporting maintenance works that arise to the Head Housekeeper/Housekeeping Supervisor in a timely manner</li> <li>Communicating ancillary stock and consumable re-ordering requirements</li> <li>Monitoring stock levels and quality of linen, reporting any discrepancies</li> <li>Working in a safe manner, identifying and removing any potential Health and Safety hazards</li> <li>Be comfortable working at times both as part of a team and on your own</li> <li>Active participation in team meetings and personal development sessions</li> <li>Assisting in distributing linen around the building as required</li> </ul>	
IN THIS ROLE YOU WILL NEED THE FOLLOWING;	
<b>Knowledge/ Skills/ Qualifications</b>	<ul style="list-style-type: none"> <li>GCSE/NVQ (including English and Maths)</li> <li>Proficiency in written and spoken English language</li> <li>Customer Service Skills</li> <li>Attention to detail/ Problem Solving/ Organisational Skills</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Previous housekeeping experience desired</li> <li>Previous experience in a customer focussed role (for example in hospitality or in retail)</li> </ul>

<b>Competencies &amp; Values</b>	<b>The Courage To;</b> <b>Question</b> <b>Evolve</b> <b>Be Human</b> <ul style="list-style-type: none"><li>▪ Be curious and seek out innovation, change and creativity</li><li>▪ Challenge convention, look for better ways to do and be</li><li>▪ Accept accountability and empower those around you</li><li>▪ Feel free to be yourself at work just as much at play</li><li>▪ Accept that perfection doesn't exist in yourself and others and no-one has the monopoly on good ideas</li><li>▪ Recognise the humanity in ourselves and others to learn fast, evolve and grow</li></ul> <b>Business Skills</b> <ul style="list-style-type: none"><li>▪ Take intelligent risks based on deep insight</li><li>▪ Act quickly based on market knowledge and understanding</li></ul>
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