



Diocesan House of Retreat, Pleshey (Chelmsford Diocesan Board of Finance) **Job Description**

Job Title:	Housekeeper
Reports to:	Housekeeping Supervisor, House of Retreat, Pleshey and when necessary, House Manager
Salary:	£12 per hour
Hours:	10 hours per week – Mondays and Fridays, 8:00am -1:00pm. <i>(There may be some scope for overtime and flexibility)</i>

Purpose Statement

To support the work and mission of the Diocese of Chelmsford by working as part of the Housekeeping team in the operation of all aspects of housekeeping to ensure standards of cleanliness, hygiene and tidiness are maintained throughout the House. At all times working within Health and Safety guidelines.

Reporting Structure

Reports to the Housekeeping Supervisor and where necessary and House Manager and works closely with other housekeeping staff.

Nature and Scope

The Diocese of Chelmsford is the Church of England in Essex and East London, serving a population of 3m people. The Diocesan Retreat House, based in the village of Pleshey, 7 miles north of Chelmsford, is a very special place within the diocese. It is a place which Christians from all over the country value as a place to be refreshed, invigorated and challenged. The House runs a programme of Retreats and Quiet Days, but the majority of bookings are for parish retreats or events, and training courses. Many guests come as individuals outside of organised events.

Principal Accountabilities

Functional: -

- I. To work to and maintain the standards of cleanliness, hygiene and tidiness of the House as required by;
 - a. Undertaking the cleaning of bedrooms, corridors, meeting rooms and public areas to the highest standards as instructed by the Housekeeping Supervisor. This includes, but is not limited to, changing bed linen, replacing towels, cleaning the bathroom/ensuites thoroughly, vacuuming, mopping and dusting.



- b. As directed by the Housekeeping Supervisor, there may be the need to assist with the laundry by collecting dirty linen and taking it to the laundry room, checking items before washing for damage or stains, stain removal, sorting items according to colour, size and type of fabric, washing items on an appropriate setting in the washing machine, finishing items by drying in the tumble dryer on an appropriate setting, pressing/ironing and folding, and delivering laundered items back to the linen cupboard.
2. To ensure customer satisfaction is maintained by;
 - a. Replenishing brochures, paper goods and hospitality items throughout the House.
 - b. Ensuring guest property left behind is passed to the House Manager or administration staff who will ensure this is logged and stored in a secure location for lost property.
 - c. Referring any guest problems or complaints with respect to room cleanliness to the Housekeeping Supervisor. Anything other than this should be reported directly to the House Manager.
 - d. Reporting any maintenance issues to the Housekeeping Supervisor.
 3. Operate and clean equipment and use cleaning products in accordance with manufacturer guidelines. Any defects should be logged and reported to the Housekeeping Supervisor / House Manager.
 4. Always work within Health and Safety standards by immediately reporting and documenting to management any observed or known safety hazards, conditions or unsafe practices and procedures.

Organisation: -

1. Adhere to the policies and procedures of the House of Retreat.
2. Be polite and helpful to guests, visitors and colleagues at all times.
3. To be a positive advocate for the House, by his/her enthusiasm, integrity and flexibility so as to serve the objectives of the House.
4. Willingness to participate in staff meetings and undertake relevant training where required.
5. Willingness to undertake such other reasonable duties as may be required by the House Manager.

Key Stakeholder Contacts

- House Manager
 - Housekeeping Supervisor
 - Other Housekeeping staff
 - Other members of staff
 - Guests
 - Chaplains
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Person Specification

Essential:

1. Personable, willing and helpful, able to respond to different needs and multiple priorities.
2. Collaborative: willing and able to work as a member of a team and support colleagues to achieve their objectives whilst also having the ability to work on own initiative.
3. Excellent attention to detail.
4. Reasonable physical fitness, sufficient to be able to climb steep stairs and undertake all aspects of the role.
5. In sympathy with the Christian faith and the objectives of the House of Retreat and the Diocese of Chelmsford.

Desirable:

1. Given the remoteness of the House, a driving licence and access to a car would be highly useful but is not essential.

There is an expectation that job holders are willing to undergo and maintain training in line with the requirements of the role. This will include fire safety and other job specific courses, including the Diocesan Safeguarding online training.



Outline of Terms and Conditions

Role	Housekeeper
Responsible to	Housekeeping Supervisor, House of Retreat, and when necessary, House Manager
Salary	£12.00 per hour, (£6,240.00 per annum) subject to qualifications and experience
Hours	Part-time – 10 hours per week.
Pension	Enrolment in the Church Workers' defined contribution scheme (a non-contributory scheme with an 11% contribution by the Board), plus in-service life cover.
Annual Leave	20 days plus 8 public holidays (Pro-rata for part-time staff)
Probation Period	3 months.
Notice Period	After service of one month, but during the probationary period - 1 weeks' notice. Upon successful completion of the probationary period – 1 months' notice.
Expenses	Working expenses are paid at the Diocesan rates.
Base	Chelmsford Diocesan House of Retreat Pleshey, CM3 1HA.
Contract	The contract of employment will be with the Chelmsford Diocesan Board of Finance (CDBF).

Pre-employment Administration

Checks:

The contract is subject to:

- 2 satisfactory references, including from current and/or most recent employer
- Completion of a Confidential Declaration form
- Basic DBS Check

Right to work:

- The post-holder must have Proof of eligibility to work and reside in the UK. A check will be undertaken.



Employee Benefits

- 35 hour working week (full time)
- Paying Real Living Wage
- Enrolment in the Church Workers' defined contribution pension scheme (non-contributory scheme with an 11% contribution by the Board),
- In service life cover of three times annual salary,
- 20 days Annual Leave plus 8 public holidays pro rata
- Employee Assistance Programme, with access to 24/7 helpline and counselling
- Family friendly policies, including enhanced Maternity, Paternity and Shared Parental leave and pay
- Free on-site car parking