YMCA CHELTENHAM - JOB DESCRIPTION

Position Title:	**Housekeeper (Gloucester)**
Location:	Working across all YMCA Cheltenham sites in Gloucester
Reporting to:	Property and Maintenance Coordinator
Hybrid Working Eligible:	No
Salary Band:	A (prorated according to employee's working hours).
Hours Of Work:	As per employee's contract

JOB PURPOSE

You will be based across several YMCA sites in central Gloucester, and as part of the role, some of the time will be allocated for regular and void cleaning. There may, on occasions, be a need to shift priorities and cover YMCA sites.

The role will be part of the Housekeeping and Maintenance team and take responsibility for ensuring all residents, tenants and staff experience living and working in quality facilities, with exceptional cleanliness and excellent service.

You will be a highly motivated and committed individual, a good team player, be adaptable to changing priorities, manage your own workload with minimum supervision and carry out your work to a high standard.

KEY DUTIES & RESPONSIBILITIES

1. Ensure cleanliness of all flooring and surfaces as required.
2. Ensure cleanliness of toilets/kitchens and washing facilities as required.
3. Clean and prepare void rooms as needed across various sites.
4. Take part in monthly stock control to ensure smooth flow of ordering by management.
5. Ensure cleanliness of staff areas and offices as required.
6. Attend any training courses deemed necessary.
7. Some exterior cleaning may be necessary (equipment/training provided)
8. To work with the Maintenance and Housekeeping teams to provide the best service possible for our residents.

REQUIRED PROFILE

The ideal candidate for the role of Housekeeper will:

- Be able to carry out tasks to a high standard.
- Be able to carry out tasks in a timely manner.
- Be able to work with a variety of different clients, with differing backgrounds.
- Be able to work in a confidential way.
- Be able to manage own workload with minimum supervision.
- Be able to maintain good working relationships, across a range of staff levels, both internally and externally.
- Have previous experience of working as a Housekeeper.
- Have previous experience of working in a team.
- Have a Level 3 in a relevant qualification or a desire to achieve this qualification.
- Ideally be able to drive, have your own transport and a full driving licence.
- As a member of the Maintenance and Housekeeping team you will be expected to demonstrate the values, initiatives and culture of the organisation.

ABOUT THE ORGANISATION

YMCA Cheltenham, founded in 1855, is a registered charity and has become a leading provider of supported housing for the most vulnerable in Cheltenham and Gloucester, alongside other works such as sports facilities, affordable housing and other charitable activities.

YMCA Cheltenham is an organisation founded on Christian principles and, as such, employees may encounter behaviours, artefacts or other elements particular to or representative of the Christian faith in their workplace.

Employees are not required to adhere to the Christian faith, nor any faith, and no such consideration is made by the organisation in employment choices nor in delivering its services – however, we do expect all employees to demonstrate the list of Values shown below while in the workplace.

ORGANISATIONAL VALUES

As an organisation founded up the Christian Faith, YMCA Cheltenham draws its Values from the Bible, principally as described in Micah 6:8. Our Values are therefore expressed as follows:

OUR VALUES

YMCA Cheltenham will **OPERATE** with Equity, Integrity, Openness and Honesty.
YMCA Cheltenham will **ENGAGE** with Empathy, Kindness, Generosity and Grace.

YMCA Cheltenham will **BE** Thoughtful, Discreet, Ethical and Respectful to all.

GENERAL

This job description provides an indication of the roles and responsibilities for the post of the **Housekeeper**. The job description should not be construed as an exhaustive list of the duties that the post holder may be asked to undertake.

The post holder will be expected to carry out any other duties, which may be reasonably requested by their line management.

YMCA Cheltenham is wholly committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all our staff and volunteers to share this commitment.