

Post Specification

Date	January 2023
PG Number	0281
Post Title	Housekeeper
Job Family	Operations
Job Family Role Profile	OP5
Final Grade	Grade 6

To be read in conjunction with the job family role profile

Service Area description	
Cumbria Outdoors	
Purpose of this post	
To assist in the organisation & the delivery of a high quality, cost effective and efficient housekeeping (catering & cleaning) service in line with Cumbria County Council and Cumbria Outdoors standards and handbook.	
Key job specific accountabilities	
1. Together with the Housekeeping Co-ordinator organise the delivery of planned catering/cleaning service. 2. Ensure that the housekeeping services provided meet all legislative requirements including health, safety & hygiene standards. 3. Ensure that customer feedback is sought and that information gathered is used to inform the continual improvement of service. 4. Resource Management, stock control, including ordering of food and other consumable supplies from appropriate approved suppliers. 5. Cumbria Outdoors operates 7 days a week, therefore the post holder will be required to work at weekends and public holidays to meet service requirements.	
Please note annual targets will be discussed during the appraisal process	
Key facts and figures of the post	
Budget Responsibilities	• None
Staff Management Responsibilities	• Together with other Housekeepers, deputise for the Housekeeping Co-ordinator when she/he is off-site e.g. days off and annual leave, in all aspects of delivery, including scheduling the work of Housekeepers and Housekeeping Assistants.
Resources Responsible for	• Kitchen equipment, machinery. • Cleaning materials and equipment washing machines and tumble dryers and vacuums • Food stocks and ordering. • Buildings and assets including locking up and security all sites. • Equipment associated with the post.
Essential Criteria - Qualifications, knowledge, experience and expertise	
• Nutritional special/specific dietary requirements knowledge.	

- Ability to take supervisory responsibility when deputising for Housekeeping Co-ordinator.
- Experience in housekeeping and catering services.
- Previous experience of team working & working alone.
- Previous experience of managing own time.
- Literate & numerate.
- Sound personal organisational skills.
- Ability to manage working time effectively and efficiently.
- Ability & willingness to work across all centres to meet the needs of the specification.
- Ability to identify jobs that need to be done.
- Sets high standards of presentation, cleanliness and tidiness.
- Ability to promote and participate in team working or to work alone.

Desirable

- Knowledge of setting and maintaining quality standards.
- Cooking/nutritional/allergen knowledge.
- Understanding of need for customer care.
- Understanding of the importance of cleanliness hygiene & security.
- Awareness of the importance of working within a budget and controlling the use of resources e.g. adapting and reacting.
- Nutritional special/specific dietary requirements experience.
- Supervisory experience.
- Creative interest in cookery.
- Flexible and willing to initiate change.

Disclosure and Barring Service – DBS Checks

- This post requires a DBS check.
- The level of check required is:
 - DBS Enhanced – Children

Job working circumstances

Emotional Demands

- None

Physical Demands

- Normal driving e.g. travel between work locations.
- Dexterity, peeling and chopping.
- Food preparation & presentation.
- Folding laundry.
- Setting tables.
- Making beds
- Operating machinery.
- Moving furniture.
- Measuring levels when using chemicals.
- Working with hot water & dishwasher.
- Changing light bulbs, high level cleaning.
- Vacuuming, carpet cleaning.
- Removing refuse and kitchen waste.

Working Conditions

- General buildings.
- Kitchen based environment - temperature changes humidity.

Other Factors