



## Housekeeper

### JOB DESCRIPTION

<b>Job Title:</b>	Housekeeper
<b>Salary:</b>	£20,000-£24,000
<b>Hours:</b>	40 per week – with some flexibility when hours can be worked across the 7 day week.  Job share may be a possibility for the right candidates - 24 hours per week
<b>Reporting to:</b>	Community Engagement Manager
<b>Location:</b>	Colletts Farm Office, Dorsington, Warwickshire, CV37 8AU and working across the Heart of England Forest buildings
<b>Date:</b>	July 2021

### JOB SUMMARY

The Heart of England Forest is looking for an experienced and reliable housekeeper to join our staff team.

This varied role has a responsibility for a high level of cleaning across the charity's offices, meeting spaces and classrooms, welfare facilities Forest wide and two new holiday lets (2 bedroom & 4 bedroom) currently under conversion with completion expected summer 2021.

Along with a keen eye for detail the role also requires good organisational skills to ensure stock control, safe storage and distribution of cleaning & sanitising products, toilet and kitchen supplies at numerous welfare facilities across the Forest as well as provisions required for each holiday cottage guest. Part of this role is also to identify and report any maintenance issues in the areas being cleaned and in particular the holiday lets. liaising with either internal or external service providers when on site. Record keeping of inventory checks, fridge temperatures, smoke detector testing etc will also be a requirement of this role. Some laundry and ironing will be required.

Working autonomously in a variety of environments including conference facilities, farmyards and luxury holiday accommodation the role will best suit a self-motivated individual who takes pride in their work and while happy to work alone can also be an excellent team player sharing information and knowledge and helping to create a great place to work and a high quality visitor experience for those enjoying a self-catering break. Online ordering of suppliers, shopping at local supermarkets and occasionally wholesalers is also a requirement of this position.

There will be the opportunity to get involved in wider Forest activities including supporting organisation of the events programme and visits from our corporate partners or volunteer groups including the sorting of food service equipment and refreshment supplies. Occasionally

there will be the need to assist with an end of tenancy clean for properties rented on a shorthold assured tenancy.

You will be required to use your own vehicle to travel around the Forest – our main bases include Dorsington, Spenal and Coughton, but also any area within the Heart of England Forest in Warwickshire or Worcestershire. Access gates will require unlocking/locking and building intruder alarms will require un-setting/setting.

We can offer flexibility around when duties can be carried out. The postholder will be comfortable carrying out term time daily cleaning of indoor classroom facilities outside of usual school hours and regular cleaning of the offices outside of usual office hours. Holiday lets changeover days will be Fridays and/or Mondays.

It is possible that the role could be filled as a job share for the right applicants.

## **KEY RESPONSIBILITIES**

### **Housekeeping - Offices & associated communal & welfare facilities**

To be carried out outside of usual office hours (Mon-Fri 9am-5pm)

- De-cobweb rooms and polish/disinfect office surfaces
- Vacuum / mop floors
- Clean indoor windows and outdoor at ground floor level
- Empty bins, separating recycling when required
- Polish glass surfaces and mirrors
- Clean and disinfect toilet and washing facilities
- Ensure stocks of required toilet supplies available
- Clean and disinfect kitchen and food/drink preparation areas and appliances
- Ensure stocks of required kitchen supplies available

### **Housekeeping - Welfare facilities across the Forest**

- Clean all rooms including surfaces, floors, windows
- Empty bins
- Clean, disinfect and stock kitchens and toilet facilities
- Ensure stocks of necessary supplies available

### **Housekeeping – Meeting Rooms**

To be carried out when not in use.

- Clean all rooms including surfaces, floors, windows
- Empty bins
- Clean, disinfect and stock kitchens and toilet facilities
- Special care of some antique furniture and artwork
- Special care of library book collection
- Ensure stocks of necessary supplies available incl. stationery

### **Housekeeping – Education/Classroom (Daily during term time)**

To be carried out outside of usual school hours (Mon-Fri 8.30am-4.00pm – Access can be agreed from 6.30am to 8.30am and between 4.00pm and 8.00pm)

- Clean all rooms including surfaces, floors, windows
- Empty bins
- Clean, disinfect and stock kitchens and toilet facilities
- Ensure stocks of necessary supplies available

While most of our learning and skills programmes takes place outdoors all year round, the indoor spaces (incl. welfare facilities) are an important provision that on wet days can become muddy, when substantial cleaning is required following each session.

### **Housekeeping – Holiday Lets (1 x 2 bedroom and 1 x 4 bedroom)**

To be carried out on changeover days between guests – Friday and/or Monday 10am-3pm  
Due to be completed in summer 2021, both properties will be finished to a luxury standard, with dogs allowed.

- De-cobweb rooms and polish/disinfect all surfaces
- Vacuum / mop floors
- Clean indoor windows and outdoor at ground floor level
- Empty bins, separating recycling when required
- Polish glass surfaces and mirrors

- Clean and disinfect bathroom, toilet and washing facilities
- Clean and disinfect kitchen and food/drink preparation areas and appliances
- Change bed linen and make beds
- Manage laundry of bed linen, tea towels and bathroom towels and ironing
- Maintain clean outdoor bike/bin stores and outdoor patio area and outdoor furniture
- Inventory check and record keeping of other required checks
- Report any maintenance issues and coordinate access for repairs
- Provision of welcome pack, guest information pack and required cleaning supplies and spares

In addition, the post holder will:

### **General**

- Demonstrate and promote the values of the Heart of England Forest
- Maintain a commitment to high standards of health and safety at all times. Ensure all work is undertaken within the Heart of England Forest health and safety policy and processes
- Commit to continual professional development
- Play an active part within the wider Heart of England Forest team
- Make active use of information and resources gained via personal networks to inform the development of this role
- Perform any other duties consistent with the role and / or reasonably required by the Community Engagement Manager or Chief Executive

### **Hours**

Normal working hours will be 40 across the week, normally Monday to Friday with hours to suit, with occasional weekend and evening work for special events.

### **Location**

The post will be based in the Heart of England Forest head office in Dorsington and the Spenal Estate. The post holder must have the willingness and ability to undertake extensive travel across the Heart of England Forest on a daily basis to meet the demands of the role. The postholder will need to ensure their vehicle has an up to date MOT and is insured for business use.

### **What do we offer?**

- The chance to join an ambitious charity and play a part in creating and conserving a huge Forest for the benefit of people, wildlife and the environment
- Competitive salary with a Living Wage Foundation accredited employer
- 26 days holiday (pro rata) plus bank holidays
- Contributory company pension
- Group Income Protection Scheme
- Group Life Assurance Scheme
- Employee Assistance Programme
- Death in Service benefit
- Medical cash plan
- Mileage allowance for business travel between sites

## **PERSON SPECIFICATION**

### **Essential:**

- Proven experience of cleaning and other housekeeping duties to a high standard
- A self-motivated and reliable individual who takes pride in their work
- Happy to work alone and on own initiative
- Good inter-personal skills with colleagues, volunteers, visitors, members of the public and paying guests
- Honest and trustworthy
- A flexible approach to work and working environments, and around required use of rooms/properties
- Highly organised, and experienced in managing own time around needs of business
- An innovative, can-do, enthusiastic work ethic
- An eye for detail when cleaning, inventory checking and record keeping
- Apply discretion and confidentiality
- Good IT skills (including Word, Excel, Outlook) and confident use of internet for obtaining quotes and price checking
- Full driving license with use of own vehicle for business use
- Willingness to develop new skills and take on new areas of responsibility

### **Desirable:**

- Willingness to get involved in events in a front facing role, for example serving refreshments
- Basic Food Hygiene certificate (or willingness to achieve this)

## **ABOUT THE HEART OF ENGLAND FOREST**

### ***Planting tomorrow's great native woodland***

The Heart of England Forest is an exciting and ambitious charity. We want to help reverse centuries of woodland decline and plant one of the largest forests in England. Our goal is to create a huge, unbroken woodland – a refuge from the modern world where people can rediscover nature and wildlife can flourish. It's an ambitious vision, which we're determined to make happen, one tree at a time.

The Heart of England Forest is not only a perfectly positioned lung for the Midlands, but a breath of fresh air for the nation. With almost two million new native trees planted so far, this project is restoring our native woodland – providing a safe and permanent habitat for wildlife as well as an escape for people from the urban environments surrounding it.

The forest stretches up the Warwickshire / Worcestershire border, from the present-day borders of Shakespeare's Forest of Arden to the edge of the Vale of Evesham – the north Cotswolds to south Birmingham. It's an area dense in cities, towns and industry. Which is why we're creating a place to walk under shady canopies and through airy glades, away from the bustle of city life.

The UK has less than a third of the native tree cover of many other European countries, including France, Germany and Italy. Planting tomorrow's great native woodland has already started. With 7,000 acres of land, the forest currently consists of 600 acres of mature woodland and around 4,000 acres of new planting, and comprises a mosaic of habitats from woodland to grassland and wetland to a small area of heathland. We have planted around 1.9 million trees so far, which is well on the way towards our goal of a 30,000-acre forest. But with patience and your support, who knows how far it will grow!

**More information can be found at [www.heartofenglandforest.com](http://www.heartofenglandforest.com)**