



- JOB TITLE:** Housekeeper
- LOCATION:** Shepherds Dene Retreat House, Riding Mill, Northumberland, NE44 6AF.
- ACCOUNTABLE TO:** Director
- RESPONSIBLE FOR:** No staff oversight.
- KEY RELATIONSHIPS:** Director, Administrator and Bookings Coordinator, Administrative Assistant, Senior Duty Manager, House keepers, Chef, Assistant Chef , Gardener/Handyperson
- BACKGROUND:** Shepherds Dene is the Retreat House for the Dioceses of Durham and Newcastle, being initially gifted to the Diocese of Newcastle in 1946 and shared with the Diocese of Durham for the last 40 years. Its vision is to be a Retreat House in the Christian tradition offering guests from all denominations, faiths and none, a place for reflection and rest.
- JOB SUMMARY:** To ensure that Shepherds Dene Retreat House and the Coach House Cottage are clean and tidy to the highest standards. To act as part of the welcome team ensuring that guests have a trouble free stay. To contribute to the Christian ethos of the house.

MAIN DUTIES AND RESPONSIBILITIES:

House keeping duties

- To prepare and clean bedrooms, meeting rooms and bathrooms for guests
- To ensure all communal areas are regularly cleaned and kept to a high standard of cleanliness and tidiness.
- To set up furniture as required for visitors in meeting rooms (this may require moving furniture between floors)

Pantry duties

- To laying, clearing and serving in the dining room.
- To setting and clearing of coffee and tea breaks
- To washing up and putting away of dishes.
- To cleaning of pantry area
- To follow food hygiene requirements

Laundry duties

- To collect and bag dirty laundry ready for collection.
- To monitor and store clean laundry and ensure it is allocated to the appropriate area (eg First floor, Second floor and Coach House Cottage)
- To wash, iron and store House laundry
- To liaise with the laundry service to ensure timely collection and return of clean laundry according to the room booking needs of the house.

Other Duties

- To assist visitors and ensuring their safety and welfare
- To assist with the general running of the house
- To supervise casual staff with house keeping duties
- Any other duties that might be reasonably required from time to time

The main duties and responsibilities of your post are outlined in your job description. This list is not exhaustive and is intended to reflect your main tasks and areas of work. Changes may occur over time and you will be expected to agree any reasonable changes to your job description that are in line with the general nature of your post. You will be consulted about any changes to your job description before these are implemented.

Health and Safety

Under the Health and Safety at Work Act 1974, whilst at work you must take reasonable care for your own health and safety and that of any other person who may be affected by your acts or omissions. In addition, you must co-operate with the Charity on health and safety issues and not interfere with or mis-use anything provided for your health, safety and welfare.

Confidentiality

Staff must not pass on to unauthorised persons, any information obtained in the course of their duties without the permission of their line manager.

Safeguarding

Shepherds Dene is committed to safeguarding. If at any time the post-holder sees or hears anything that could suggest a safeguarding risk or has any other reason to be concerned, as Safeguarding Lead it should be dealt with immediately and, where appropriate, reported to the relevant authorities.

Post-holder Signature:

Line Manager Signature:

Date:

Shepherds Dene Retreat House

House Keeper

Person Specification

This section outlines the requirements and qualities the post-holder needs in order to fulfil the post. These are divided into 'essential' and 'desirable' criteria. 'Essential' criteria are those that the post-holder absolutely must have in order to do the job, i.e. the job cannot be done without those qualities. 'Desirable' criteria are those qualities that it would be preferable to have in order to do the job or those qualities for which training can be undertaken.

	E/D
Education	
5 'O' levels including Maths and English	D
Skills/Aptitudes	
	E
You will have the skills and ability to keep the House and Coach House clean, tidy and well presented	E
You will have a flexible team working approach	E
You will have good interpersonal skills and feel comfortable communicating with guests	E
You will have a 'can do' attitude in terms of problem solving.	E
You will have excellent attention to detail and good organisational skills	E
You will have physical resilience and fitness	E
Knowledge/Experience	
Experience in housekeeping in the hotel or retreat house sector	E
Experience of managing laundry in a hotel environment /B&B environment	E
Experience of serving in a dining room	D
Experience of carrying out minor household repairs	E
Knowledge of Health & Safety	D
Knowledge of Food Safety in a catering environment (Level 2)	
Able to use IT equipment and software including email	D

Personal Attributes	
The post holder will have a flexible, 'can do' attitude and be sympathetic to the aims and objectives of Shepherds Dene as an Anglican Retreat House	E
A working knowledge of the Church of England	D
A welcoming, approachable manner and an ability to deal with a wide variety of people	E
Self-motivated and resourceful	E

Working With Us

Employment Status

This is a permanent post.

Salary

£14,820 (£9.50 per hour)

Annualised Contract/Holiday Entitlement

Shepherds Dene operates on annualised hours contracts. The hours for this post are based on a 30 hour week over a 52 week period.(1560 hours).

Holiday entitlement is 150 hours holiday and 48 hours bank holidays which is subtracted from the total. The contracted working hours are therefore 1362 hours per year.

On occasions you may be required less than your contracted hours. You will be required to work those contacted hours at other times according to the needs of the business.

You may be required to work more hours than your contracted hours per month to cover peak business periods, staff holidays or staff illness and training.

Pension

You will be admitted to the Shepherds Dene Stakeholder Pension Scheme.

Working Hours

Shepherds Dene is a Retreat House which provides accommodation to residential and day guests throughout the year. The housekeeping role will be largely undertaken Monday to Friday but with occasional requirements for weekend work when time off in lieu will be given.

Safeguarding and other checks

Shepherds Dene is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks on staff and volunteers and require them to complete relevant safeguarding training. Offers are subject to a relevant level of criminal record check, receipt of references satisfactory to Shepherds Dene, right to work in the UK and proof of professional qualifications.