

Job Description

Job Title:	Head Housekeeper
Contract Type:	Permanent - Part Time
Hourly rate of pay:	£11.56 (& Benefits)
Hours of work per week:	22.5 (regular flexibility required and regular evenings, weekends and bank holidays)
Responsible to:	Operations Manager - Patterdale
Responsible for:	Housekeeping Staff
Location:	YMCA North Tyneside, Patterdale, The Estate

Organisational Context:

Patterdale Hall Estate is situated in Patterdale, 1 miles south of Glenridding. The Estate is owned by YMCA North Tyneside, a charity that works to transform the lives of young people in the North East. Surplus (profit) from the Estate's business goes to support YMCA North Tyneside's charitable work.

YMCA North Tyneside is a Voluntary Sector Organisation undertaking youth and community programme work in areas of North Tyneside, South Tyneside, and Teesdale. We are part of the worldwide YMCA movement, which started in London in 1844 has grown to become the world's largest and oldest youth movement. Now, more than 175 years later, YMCA is operating in 119 countries, with 64 million people reached annually around the world. Guided by our Christian values, we believe everyone has potential, and we serve our communities so that all can hope, belong, contribute and thrive.

Job Purpose:

The Head Housekeeper supports the Operational Manager and takes overall responsibility for ensuring consistently high standards of housekeeping and cleanliness are kept throughout the Estate and delivery of a smooth operation. They are responsible for the effective management of all housekeeping staff to ensure all housekeeping duties are completed in a timely manner and to a high quality, for the maximum satisfaction and experience of Patterdale Hall Estate guests.

Main Duties & Responsibilities:

- Manage and take overall responsibility for an efficient and effective housekeeping and laundry operation within the Estate
- Check and monitor completion of all housekeeping tasks and duties to ensure smooth operation at all times



- Motivate and encourage the housekeeping team regularly to complete all tasks to an excellent standard
- Inspect accommodation and public areas cleaned by housekeeping staff to ensure that the Estates high expectations of hygiene and cleanliness are met and maintained at all times
- Ensure that all guest accommodation and public areas are maintained to the highest possible standard of cleanliness and presentation
- Continue to improve standards and suggest refinements to procedures to improve the efficiency and effectiveness of the Estate
- Deliver the highest standard of customer service at all times, leading by example for all staff in your remit and meet all guest interactions and requests with a friendly and professional manner. Deal with any issues quickly and efficiently to the satisfaction of the guests
- Attend and actively participate in regular meetings representing the housekeeping department
- Hold regular one to one and team meetings with the housekeeping staff to facilitate effective communication
- Monitor and control day to day expenditure within the housekeeping budget
- Order and receive stock from suppliers, monitoring costs and budgets at all times and deal with suppliers as and when required
- Maintain efficient stocks and stock control procedures to ensure cost effective use of products working within budget.
- Advise and participate in any developmental plans as and when required
- Take responsibility for housekeeping staff recruitment, inductions, training, appraisals, day to day management, and addressing issues as they arise and escalate issues when required. Take advice from HR when required and implement formal procedures where necessary
- Take responsibility for completion of the rota and the communication to staff ensuring staffing levels are adequate to deliver the operational needs of the business and take action if required
- Acquire and maintain a thorough knowledge of the Estate and its services, layout, services and procedures
- Work with the Operational Manager to ensure all staff are fully aware of emergency procedures
- Ensure any areas of the Estate requiring maintenance are reported following the correct procedure and record any faults or damage to be repaired
- Work with the Operational Manager and take responsibility for compliance with health and safety regulations within housekeeping, maintain accurate and up to date records and risk assessments for the department. Report any health and safety hazards immediately as you become aware of them
- Be familiar with and adhere to all company policies and procedures
- Maintain effective working relationships with all staff, colleagues and internal departments and work as a team to resolve issues with positive communication
- Be well presented at all times and ensure that uniform worn by staff is worn correctly whilst on duty and is in good condition

General:

It is in the nature of the work at YMCA North Tyneside that tasks and responsibilities are in many circumstances unpredictable and varied, therefore, this job description is not an exhaustive list of duties and responsibilities but is intended to reflect a range of duties the post-holder will perform in line with their remuneration. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.



This role will involve liaison with senior management, CEO and the board of trustees to review and assure exceptional delivery of the strategic plan and the organisational mission and vision.

This post requires proof of right to work in the UK, satisfactory references and a satisfactory enhanced DBS Disclosure.

Equal Opportunities:

YMCA North Tyneside is committed to eliminating discrimination and encouraging diversity amongst the workforce. We aim to be an equal opportunities employer and we are determined to ensure no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

