**JOB DESCRIPTION**

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| **Job Title:** | Weekend Housekeeping Assistants |
| **Team:** | Accommodation  |
| **Location:** | CCEL |
| **Line Manager;** | Commercial Operations Coordinator  |
| **Contract type:** | Permanent/Part-time |
| **Hours:** | 8 hours available at £12.60 p/h Hours are 10am – 2pm (overtime and holiday cover available) |
| **Date of completion:** | January 2025 |

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| **1** | **Job Purpose** |
|  | To ensure all of our venues are presented to an exceptionally high standard at all times, this includes: meeting rooms and event venues; accommodation in our guest house and holiday lets; and on occasions, areas within the Cathedral building itself. To provide a warm welcome and an excellent standard of customer service to all of our visitors.  |
| **2** | **Principal Accountabilities** |
|  | * ensuring all rooms in all venues are kept to an exceptionally high standard of presentation at all times;
* planning of housekeeping over the weekend;
* cleaning/resetting of all guest accommodation;
* handling guest enquiries where applicable and responding to guest messages where possible;
* regular deep cleaning as per the schedule;
* assisting with events and event set-up where required
* undertaking appropriate training in order to ensure we remain compliant with relevant h&s, fire and food safety standards across sour venues.
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| **3** | **Level of Responsibility** |
| **a** | **People**None |
| **b** | **Financial Management**None |
| **c** | **Other**Responsibility for the cleanliness and security of all associated Accommodation Buildings  |
| **4** | **Contacts** |
|  | * internally – the Operations team, and in particular, the Operations Co-ordinators [who line manage this post] and colleagues in the Estates team;
* externally – visitors and clients.
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| **5** | **Special Requirements** |
|  | The post holder is required to:* be comfortable working out of hours and alone.
* Be able to commit to working at weekends because we provide a 7 days’ operation
* be physically fit as this is a physically demanding role that requires speed and precision;

There is no expectation that applicants are Christians; this post is open to all.  However, applicants are expected to also have an understanding of and empathy with the aims of the Cathedral and be comfortable adopting an enthusiastic ambassadorial/promotional role in a wide range of settings.  |
| **6** | **Qualifications, Skills and Experience** |
|  | **Qualifications*** a general standard of education is required;

**Experience*** ideally have housekeeping experience though this is desirable rather than essential;

**Skills**The successful post-holder will demonstrate:* excellent interpersonal skills;
* be clean, tidy with an excellent attention to detail;
* a positive and can-do attitude
* have excellent organisational skills and be able to manage your time effectively.
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