

Job Description: Housekeeper

Accountable to: Head of Hospitality and Facilities

Location: The Corrymeela Centre, Ballycastle

Introduction to Corrymeela

In our increasingly divided world, we nurture respectful relationships amongst people from different backgrounds so that we all can live well together.

Every year, we welcome thousands of people to our beautiful residential Centre at Ballycastle and into our community-based programmes to explore difference together and discover new ways to live well with each other. We particularly welcome people who have been marginalised by injustice and inequality, which may have been challenging or even traumatic, for them.

Our team of staff, volunteers and members, who are drawn from a wide range of backgrounds and faith traditions, work together to contribute towards building a more cohesive and hope-filled society for everyone.

For more information on the work of Corrymeela, visit www.corrymeela.org

Overall Purpose

The Housekeeping Department provides the essential service to the Corrymeela Centre of maintaining and further improving a high level of cleanliness and visitor comfort. The department needs to provide these high standards on a daily and on-going basis in all internal areas of the Centre including accommodation, meeting spaces, public areas, toilets and dining areas. The main areas of responsibility are, as part of the Housekeeping Team, to service the Centre so that it is clean and presentable for all visitors, staff and volunteers, particularly before, during and after residential stays. Duties will include daily and weekly cleaning tasks and periodical housekeeping projects and servicing of laundry.

Key Tasks

- Routinely servicing accommodation areas post group residential and performing checks on units prior to group residential.
- Regularly ensuring all non-accommodation areas are clean and ready for use.
- Ensure all equipment and materials used are maintained to a high standard and report any problems to the line manager.
- Perform periodical tasks such as deep cleaning, carpet shampooing, floor polishing etc.
- Ensure all laundry requirements are up-to-date.
- Comply with the COSHH regulations around safe storage and use of chemicals and detergents.
- Staff need to be willing to be trained in the safe use of all equipment and materials and must observe health and safety requirements and procedures.
- Participate in regular team meetings and training.
- Any other reasonable duties as requested by the Head of Hospitality and Facilities.

Work Pattern

The Centre operates over a seven-day week for 50 weeks of the year. The person appointed will operate as part of a team. The post holder will work on a rota system, which includes evenings and weekends.

This job description will be subject to review in the light of changing circumstances and is not intended to be rigid and definitive, but should be regarded as providing guidelines within which the individual works. Other duties of a similar nature and appropriate to the grade may be assigned from time to time. It is important to note that the responsibilities of the post may change to meet the evolving needs of the services that the charity provides.

Flexible Work Patterns

It is the nature of the work of Corrymeela that tasks and responsibilities are unpredictable and varied. All staff are required to work in a flexible way to meet the needs of the organisation.

Statement on Confidentiality

It is in the nature of the work of Corrymeela that staff become aware of information that will be sensitive and/or confidential. It is crucial that this information is maintained in strictest confidence, within the context of Corrymeela's policies and procedures, and that failure to do so will be viewed as gross misconduct and will be subject to the appropriate level of the disciplinary procedures.

Safeguarding Policy

We require all staff and volunteers to work according to Corrymeela's Safeguarding Policy. Where appropriate, offers of employment are subject to a check by AccessNI. A copy of the AccessNI Code of Practice is available on request.

Employment of Ex-offenders

Corrymeela has a policy on the recruitment of ex-offenders. A criminal record will not necessarily debar anyone from being offered employment.

General Responsibilities

- Members of staff are expected at all times to provide the appropriate service and to treat those with whom they come into contact with in a courteous and respectful manner.
- All staff must comply with the Corrymeela Community No Smoking Policy on Corrymeela premises and also while on duty for the charity.
- All duties are carried out in compliance with Corrymeela's Health and Safety Policy and Statutory requirements.
- The Corrymeela Community is an Equal Opportunities Employer. You are required to adhere to Corrymeela's Equal Opportunities Policy throughout the course of employment.
- To ensure the ongoing confidence of the public in the staff of Corrymeela Community, staff must ensure they maintain the high standards of personal accountability.

Further information regarding entitlements and staff policies will be found in a comprehensive staff handbook, presented to staff upon commencement of employment.