



Role Profile

Job Title: Housekeeper	Role Profile Number: CEN82
Grade: K Salary:	Date Prepared: 26.11.2018
Directorate/Group: Planning and Regulatory services	Reporting to: Lydiard House & Parkland Manager
Structure Chart attached:	Yes

Job Purpose

- To assist the Lydiard House & Parkland Manager to ensure that Lydiard House Hotel and Conference Centre is cleaned to the highest levels of cleanliness and that consistent standards of presentation are achieved

Key Accountabilities

- To ensure that bedrooms and public areas are cleaned and serviced to the highest standards
- To supervise train and develop the housekeeping team to ensure that consistent, efficient work is carried out to operational standards. To identify any shortfall in housekeeping performance and rectify it
- To be aware of business needs and assist in the rostering of staff to meet demand
- To assist in the purchase of housekeeping stock and cleaning materials and maintain sufficient stock levels
- To assist with the checking and ordering of laundry ensuring consistency of the product
- To carry out regular checks to ensure excellent levels of cleanliness are maintained and any maintenance issues are reported promptly
- To ensure that housekeeping staff are aware of and comply with health & safety procedures
- To identify own training needs

Supplementary Accountabilities

- Undertake any other duties that can be accommodated within the grading level of the post as instructed

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours , this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Other Key Features of the role

The role involves regular unsocial hours. This can include weekends, early mornings and bank holiday working. It is a manual role and the ability to use motorised cleaning equipment is required as is physical ability to carry out cleaning and bedroom servicing duties

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	