Laundry and Housekeeping **Team Member**

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| **Location** | **Reports to** | **Hours** | **Salary** |
| Bore Place, Chiddingstone | Housekeeping Manager | 20 hours a week on average worked flexibly. Shifts are daytime and can be set at regular patterns to suit other commitments. | £ |

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| **Background information**  |
| Bore Place is home to the Commonwork Trust, a charity set in 500 acres of countryside encompassing an organic dairy farm and vegetable gardens, residential venue, environmental education centre, and programmes providing opportunities for vulnerable and disadvantaged young people.  |

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| **Position summary**  |
| To maintain adequate supplies of clean linen and towels by using the on-site laundry and pressing facilities as well as supporting with general housekeeping duties when required helping the team to deliver a fantastic guest experience at Bore Place:* Washing and pressing bed linen, towels and cleaning equipment ensuring that clean supplies are readily available for changeovers.
* Carry out housekeeping, cleaning for the Bore Place site, including all accommodation, venue spaces, the Middle Yard and Offices
* Assist with catering and food service for visitors to Bore Place
* Uphold exemplary standards in Health and Safety to ensure the wellbeing of staff and visitors
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| **Primary Responsibilities**  |
| 1. **Laundry and pressing**
* Washing bed linen, towels and cleaning equipment using the onsite facilities and ensuring that stocks are maintained for upcoming changeovers
1. **Housekeeping and cleaning support**
* At busy times, carrying out and maintaining high standards of cleanliness across the venue to help complete site changes between visitors and set up equipment for incoming groups.
* Work with guidance from the Housekeeping Manager and Assistant Housekeeping Manger and Housekeeping & Guest Support Supervisor to perform a variety of tasks in accordance with the booking schedule.
* Keeping all site premises, equipment and facilities clean, stocked, in good order, ready and welcoming.
* Maintain all cleaning and health and safety records and contribute to meetings.
* Report any issues/concerns/damage to property to the Housekeeping & Guest Support Lead
* Report shortages in stock to the Housekeeping Lead.

**2. Catering*** Assisting with catering and food service. Serving and clearing up as required.

**3. Care of visitors*** Preparing the premises for visitors to a high standard and on time.
* Providing unobtrusive but efficient and cheerful support to visitors during their stay.
* Liaising with all venue staff to ensure that all visits are successful and enjoyable, providing proactive support to ad-hoc tasks as needed.

**5. Being part of the team*** Working with the wider Bore Place organisation to work harmoniously with all, supporting and taking part in staff events as appropriate.

**6. Legal requirements*** Adhering to health and safety, food hygiene, COSSH and other statutory regulations.

Due to the nature of the role, it may be necessary to work overtime to be reactive to seasonal demand. Additional hours worked, over and above the normal 20 hours, will be paid at the normal hourly rate for this position.  |

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| **Person specification**  |
| We are looking for someone who will undertake the work cheerfully and with enthusiasm, who takes pride in laundry, housekeeping and cleaning, who will work efficiently and cooperatively with others and enjoys looking after our visitors. Essential criteria* Enjoys laundry, housekeeping and cleaning.
* Attention to detail.
* Good timekeeping.
* Happy and willing to work independently (in the laundry room you are often on your own)
* Capable of working without supervision
* Fitness and willingness to undertake the work.
* Flexibility in working hours to meet needs of the Venue and its visitors. Shifts will be mostly regular and we are happy to accommodate other commitments
* Interest in and support for the aims of the Commonwork Trust.

Useful, but not essential:* Experience of working in hotels and/or catering.
* Experience of client/customer liaison.
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| **Benefits of working at Bore place** |
| * Opportunity to make a difference to the lives of others and see the direct impact of your work.
* 38 days paid holiday a year (pro-rata)
* Staff discounts on courses and food.
* Flexible working approach.
* Coaching and support.
* Opportunity to undertake further learning and training.
* A glorious countryside location with free parking
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