JOB DESCRIPTION

**Job Title:** Seasonal Housekeeping Assistant

**Department:** AT Services

**Location:** Avon Tyrrell

**Reporting to:** Head of AT Services

KEY PURPOSE

To support the efficient operation of the Housekeeping department at Avon Tyrrell so that it meets customers’ needs, runs smoothly and efficiently, and supports ensuring the experience of all site visitors meets and exceeds expectations.

As part of the Housekeeping Team working across the estate to ensure that all areas are cleaned and meet a hygienic and presentable standard supporting the UK Youth’s mission and charitable objectives to maximise Avon Tyrrell’s outdoor learning reputation and provide opportunities for individuals to Experience, Learn and Develop.

KEY TASKS

1. To fulfill housekeeping duties to a high standard in accordance with the Housekeeping Operations Manual.
2. Provide good levels of customer service by interacting with guests helpfully and politely, directing any queries to reception or the person on-call.
3. Report promptly all maintenance requirements and lost property in accordance with training provided.
4. Adhere to all hygiene and health and safety guidelines enclosed within the Housekeeping Operations Manual and the Avon Tyrrell Health and Safety policy.

GENERAL

* Attend one to one meetings as required with your line manager.
* Participate proactively in staff meetings, team meetings and other meetings as required. To work effectively with colleagues to achieve objectives and to represent UK Youth at meetings and events as required.
* Support organisation wide initiatives.
* Support colleagues from other teams to achieve their objectives.
* Always to act as a positive ambassador for the organisation, contributing to the effectiveness of meetings, the sharing of knowledge and experience and the development of UK Youth and its profile.
* Take reasonable care of his/her own health and safety and for that of others who might be affected by his/her work, as required by law and described in the relevant operating procedures and policies for his /her area of work.
* Undertake any other duties and reasonable requests that are in keeping with the nature of this post.

RESOURCES FOR WHICH THE INDIVIDUAL IS RESPONSIBLE

Resources

* Stocks of cleaning materials.
* Lost property.
* Equipment contained within accommodation

People

* Placement Students / Volunteers / Non-housekeeping support staff

KEY WORKING RELATIONSHIPS

UK Youth’s donors and suppliers

UK Youth’s customers and potential customers

Other youth organisations

Members of the public

Chief Executive, Directors and staff of UK Youth

UK Youth’s Trustees and members of the Avon Tyrrell Trust

Friends of UK Youth

UK Youth’s Network

**Statement:**

I accept the terms of the above job description,

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

PERSON SPECIFICATION

* The individual will be an outgoing friendly person with good organisational skills, enthusiasm and energy, willing to undertake any task required of them.
* The individual must be able to communicate well and be self-motivated and capable of working on their own and working with others when required.
* Excellent time and workload management skills with proven experience of meeting deadlines.
* The post requires the ability to perform housekeeping tasks to a high standard and deal with guests in a friendly and helpful manner.
* A pro-active approach, self-motivated, enthusiastic and committed to achieving results, promoting the organisation and providing an excellent experience for all customers, including willingness to take on tasks outside the normal remit when necessary.
* Flexible approach to work
* Empathy with the needs of young people.