

Welcome to the Field Studies Council

Lead Housekeeper with Field Studies Council Castle Head, Grange-over-Sands, Cumbria, LA11 6QT

Accommodation available

Imagine a role that offers you both unique opportunities and challenges; where you are an important part of an empowered team who strive to create a truly memorable experience for every individual who visits our Field Studies Council Locations and where you have the chance to demonstrate your passion to deliver the highest standards of customer service and care. No matter what role you perform at the Field Studies Council, everyone can make a difference... if you want to join our successful Environmental Education Charity and you have what it takes to make a difference then we want to hear from you.

Included in this pack is the key information relating to our **Lead Housekeeper** vacancy:

- Job Description and Person Specification
- Summary of the main terms and conditions for the post
- For Information about the Field Studies Council visit www.field-studies-council.org

Applications will be considered on arrival

We reserve the right to close the vacancy early if we're in receipt of sufficient applications. Please apply early to avoid disappointment.

Interviews are scheduled to take place at Field Studies Council Castle Head on a rolling basis

Shortlisted applicants will be contacted by email.

If you have any queries regarding this vacancy, please call Ella Rath on 07563410052

We look forward to receiving your application.

Ella Rath
Residential Centre Manager

Job Description

Job Title:	Lead Housekeeper
Grade:	Team Leader
Based at:	Field Studies Council Castle Head
Reports to:	Residential Centre Manager
	This post holds line management responsibility for a housekeeping team (+/- 6 individuals)

Job purpose:

The Lead Housekeeper will lead and manage the housekeeping team to ensure an excellent hospitality service is delivered, and that the learning location is clean and tidy and presents a friendly and welcoming atmosphere for visitors at all times. This role is very much 'on the ground' therefore the post holder will take part in all duties of this role and be responsible for ensuring that all team members maintain our high standards of work throughout the learning location.

This is essentially an active role and will require the post holder to be able to carry out duties associated with hospitality work.

Key Responsibilities:

- Effectively line managing the hospitality team, providing clear direction, motivation, support and feedback
- Recruiting, inducting and developing housekeeping staff, including having an active role in their performance management and carrying out personal development reviews (PDRs) in line with Field Studies Council procedures
- Working with the catering team to assist in the provision of the catering service for up to 160 covers
- Overseeing the cleanliness of the bedrooms, bathrooms, dining room, and common areas, including replenishing stock
- Working with the Centre Manager to implement learning location action plans with the hospitality teams
- Devising rotas and task lists for the housekeeping team, and ensuring these are implemented effectively
- Working together with the Head Chef to share staff across departments when needed
- Working with the Centre Manager in the financial management of the housekeeping operation, including working within agreed budgets for consumables, equipment staffing and training
- Assisting with the continuing development and implementation of the learning location's environmental performance policy in relation to:
 - Environmental cleaning products
 - Reducing energy use and waste
- Sourcing suppliers and managing stock levels e.g. cleaning products, including placing orders and receiving deliveries, ensuring they are checked and correctly stored on arrival
- Monitoring standards of service delivery, interacting with customers to ensure their experience of the learning location is positive and responding to customer evaluations to achieve agreed evaluation score targets
- Undertaking any other duties that may be reasonably required to assist with other teams across the centre/region, and complying with all reasonable directions that may from time to time be given
- You will occasionally be required to travel and work at other nearby locations in the Region/group.

General:

- Complying with all relevant legislation / Field Studies Council Operating Codes of Practice (OCOPs) / Field Studies Council Health and Safety Handbook and Field Studies Council procedures
- Taking an active role in the learning location's duty evening and residential duty system – this will involve staying on site on some evenings and overnight to deal with customer issues and respond to emergencies. As a key member of the senior on-call team you will also provide support for other duty staff.
- Delivering a high standard of customer service and customer care
- Ensuring the highest standards of quality are achieved in all duties carried out
- Working closely with other staff to ensure that appropriate levels of service are maintained during absences and periods of high workload
- Maintaining professional standards at all times in accordance with Field Studies Council policies
- Fulfilling your obligations under Field Studies Council's Behaviour Partnership to ensure a happy, productive working environment
- Attending staff meetings as well as Field Studies Council internal and external training as required, in order to share best practice and improve team and learning location performance, and participating fully in staff development activities (sometimes this may involve travel to other Field Studies Council locations with the occasional overnight stay)
- Driving: We have a number of vehicles which you may be asked to drive. To do so, you will need to be 21 years or over, have a full valid driving licence, to have been driving for at least two years, and undertake an internal assessment on commencement in the role
Subject to meeting certain criteria, you may also be required to drive our minibuses. If you do not hold D1 entitlement and have the appropriate driving experience/certification, you may be required to undertake the relevant training upon commencement of the role
- Undertaking any other duties that may reasonably be required to ensure the smooth and efficient running of the learning location

Key Expectations:

The expectations of every employee that we regard as essential include:

- A positive and passionate work attitude
- A desire to show pride in all aspects of their work
- A flexible approach with a willingness to adapt to changes
- An ability to work using your own initiative both independently and as a competent, effective team member
- An ability to work under pressure and prioritise work to meet tight deadlines
- Always treating others with courtesy, dignity and respect
- A commitment and contribution to improving Field Studies Council's environmental performance
- A committed and proactive approach to personal development; motivated to learn new skills and overcome new challenges

This job description should be seen as enabling rather than restrictive and will be subject to regular review.

The Field Studies Council reserves the right to vary these duties, as per the needs of the business.

Date of Issue: August 2024.

Person Specification

Title: Lead Housekeeper	Learning Location: Field Studies Council Castle Head
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Essential/Desirable Factors For The Post	E	D	How is this identified?
1. Qualifications & Experience			
Minimum of 5 GCSE's or equivalent, or appropriate vocational experience	✓		Application
3 years+ experience of working in a hospitality role	✓		Application/Interview
People management / supervisory experience	✓		Application/Interview
Relevant hospitality qualification	✓		Application
Proven high standards of customer service delivery	✓		Application/Interview
Experience of developing staff rotas and task lists	✓		Application/Interview
Experience of implementing Health and Safety issues, e.g. food safety, fire and emergency procedures, COSHH and risk assessments	✓		Application/Interview
Demonstrable experience of planning and delivering accommodation services	✓		Application/Interview
Previous experience working within an educational or hospitality institution/ environment	✓		Application/Interview
Experience promoting environmental sustainability in property and services operation		✓	Application/Interview
First Aid qualification		✓	Application
Full valid Driving Licence	✓		Application
Full D1 entitlement with minibus driving experience / certification		✓	Application
2. Knowledge			
Ability to effectively manage a budget, stock control and order	✓		Application/Interview
Ability to use standard office software and technology as appropriate to the role	✓		Application
Working knowledge of health & safety, and ability to ensure compliance by all team members	✓		Application /Interview
An understanding of businesses in the carbon/energy efficiency sector		✓	Application
3. Skills			
Ability to effectively lead your team and motivate them to achieve high results	✓		Application /Interview
Ability to communicate effectively with co-workers, line managers and customers	✓		Application /Interview
Good written skills and ability to complete relevant paperwork (e.g. stock control, rotas)	✓		Application /Interview

Summary of Main Terms and Conditions

Contract Term:

This is a permanent position.

Remuneration:

Grade: Team Leader.

Salary Grade: Scale Points 11 - 14 actual salary is £25,625 - £27,193 per annum.

The point of entry within the salary grade will be dependent upon qualifications and experience. Further incremental progression within the grade will be subject to meeting required standards and satisfactory individual performance reviews.

The salary is paid monthly in arrears by BACS transfer. The salary scale is reviewed annually.

It may be possible to be resident on site. If resident, a deduction equivalent to 20% of the full-time equivalent salary is taken from your gross monthly salary and you will be required to sign a residential accommodation agreement. If resident, food will be provided during the course of your duties only. Food is not included on days off and holidays.

Workwear is provided by the Field Studies Council.

Hours of work:

The post is based on a notional average of 37.5 hours per week, this will equate to a total of 1950 hours of work annualised over a full year. The weekly hours are based on a flexible shift pattern, this **will** fluctuate throughout the year according to business needs. This means that you may be required to work additional hours per week during busy periods and considerably less in other weeks to compensate. Evening, weekend, and Bank Holiday working will be required. You will be required to undertake evening and residential duties. The working pattern can be discussed with you at the interview.

There is an expectation that you will occasionally have to travel to other Field Studies Council locations or meeting venues within the UK. Where this is required, this would be agreed in advance and appropriate notice would be given.

Annual & Bank Holidays:

The holiday year runs from 1 January to 31 December each year. You will accrue an entitlement to paid annual holidays equating to 28 days (excluding Bank Holidays) during a complete holiday year. Part time workers, or anyone who joins part way through the year, will receive a pro-rata of the entitlement.

In addition to the above, we recognise and reward staff loyalty by awarding additional paid leave days, based on length of service, up to a maximum cumulative total of 2 additional days paid leave (pro rata for part time workers).

Pension:

You will be eligible to join one of Field Studies Council's Pension Schemes.

Sickness:

During periods of certified sickness, you will be eligible to receive sick pay in accordance with Field Studies Council's sickness absence procedures. The payment of sick pay is subject to compliance with Field Studies Council's rules for the notification and verification of sickness absence, details of which will be provided to you upon commencement of employment.

Additional Employee Benefits:

These include Life Assurance*, a Health Cash Plan with Westfield Health* and a 24hr Counselling Helpline Service (*exclusions apply). Further details are given on appointment, as applicable, or are available by contacting Human Resources at Field Studies Council Head Office on 01743 852119.

Probationary Period:

This post has a six-month probationary period, during which your suitability for the post will be assessed.

Post Classification / Criminal Records Check Requirements:

This post has been classified as **Category A** (as defined in the Field Studies Council Code of Conduct) which means it is **exempt** from the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013). You will therefore be required to disclose any convictions, cautions, reprimands, or final warnings which are NOT protected as defined under the Act, and to undertake an **Enhanced plus Children's barred list check** with the Disclosure & Barring Service (DBS)