

Job Description: Housekeeping Coordinator

Duration:	Permanent
Salary:	£18,525 fte
Location:	Avon Tyrrell
Reporting to:	Facilities Officer
Department:	Outdoor Learning

Key working relationships: Outdoor Learning Team / cross directorate collaboration

Purpose of the job

As part of our commitment to young people, UK Youth has for over 75 years operated an Outdoor Centre at Avon Tyrrell.

Operated as a financially self-supporting and sustainable social enterprise business, that generates surplus income to support UK Youth charitable activity, our outdoor learning provision is intentionally inclusive and champions effective youth led engagement to highlight the importance and raise understanding of the breadth and positive outcomes of youth work.

The 'Housekeeping Coordinator' supports our best in class outdoor learning provision by:

- Delivering high-quality hygiene and cleanliness across all facilities within the Centre, assuring a positive experience to our stakeholders.
- Maintaining site facilities to encourage social interaction, positive engagement, and comfort to create a positive outdoor learning environment

Why work at UK Youth?

UK Youth is a leading charity that exists to ensure all young people are equipped to thrive and empowered to contribute at every stage of their lives. We work with others to ensure that the youth sector is strengthened, supported, and that provision is youth-led, evidence-informed and delivers high-quality outcomes. UK Youth plays a unique role in addressing; the lack of investment in the youth sector, the lack of cross-sector understanding in how youth work makes a difference and the limited opportunities to embed effective solutions. These factors lead to mass inequality of access to youth services for young people.

Key responsibilities

- Clean all facilities areas including offices and the area immediately surrounding each building, to a high standard in accordance with department SOP's including:
 - Cleaning and sanitising facility areas
 - Making beds and changing linens
 - monitoring cleaning supplies
 - reporting necessary repairs or replacements promptly and efficiently

- Provide high levels of customer care by interacting politely and professionally with all customers
- Adhere to all hygiene and health and safety guidelines, maintaining records and a working knowledge of department risk assessments and COSHH
- Lead on actively promoting recycling across the site, support environmental initiatives
- Support the development of facilities to maximise comfort and social interaction

Other area of responsibilities

- To support directorate and inter directorate projects or initiatives and proactively engage in cross team collaboration helping to deliver efficiencies and improvements that ultimately progress the knowledge, quality, and visibility of the outdoor learning experience we provide to our stakeholders
- Attend and proactively participate in regular performance reviews and charity meetings as required
- To act as a positive ambassador for UK Youth and share knowledge and experience of the development of UK Youth and its profile
- Undertake any other duties and reasonable requests that are in keeping with the nature of this post.
- Support the safeguarding of the site and safety of all visitors

Person Specification: Housekeeping Coordinator

Experience

- Experience of housekeeping ideally in a commercial or residential setting, or willingness to learn.
- Experience of delivering high standards of customer care
- Able to demonstrate an understanding of working within H&S guidelines, or willingness to learn.

Knowledge, skills and understanding

- Excellent time and workload management skills with proven experience of meeting deadlines.
- Understanding of basic safeguarding principles, or willingness to learn.
- Knowledge of the importance of following set housekeeping protocols and safety guidelines
- Very good interpersonal, customer care and communication skills.
- Empathy with the needs of young people.

Personal qualities

- Friendly approachable person with good organisational skills, enthusiasm, and energy, willing to undertake any task required of them.
- Self-motivated and capable of working on own and working with others when required.
- Flexible approach to work and be hands on to get the task done
- Recognise and value all aspects of equality, diversity, and inclusion
- Be an excellent role model for staff, children, and young people

This post is subject to receipt of two satisfactory references, an enhanced DBS check and right to work in the UK. Please note, this job description is subject to change. With any significant change, we will ensure this is discussed with you before any final approvals and or commitments.

This job description does not form part of your contract of employment. You may be required by the company to undertake any duties within your skills and capabilities which the company reasonably considers necessary to meet business needs.