



## Cumberland Council

### Post Specification

Date	January 2023
PG Number	0281
Post Title	Housekeeper
Job Family	Operations
Job Family Role Profile	OP5
Final Grade	Grade 6

To be read in conjunction with the job family role profile

Service Area description	
Cumbria Outdoors	
Purpose of this post	
To assist in the organisation & the delivery of a high quality, cost effective and efficient housekeeping (catering & cleaning) service in line with Cumbria County Council and Cumbria Outdoors standards and handbook.	
Key job specific accountabilities	
<ol style="list-style-type: none"><li>1. Together with the Housekeeping Co-ordinator organise the delivery of planned catering/cleaning service.</li><li>2. Ensure that the housekeeping services provided meet all legislative requirements including health, safety &amp; hygiene standards.</li><li>3. Ensure that customer feedback is sought and that information gathered is used to inform the continual improvement of service.</li><li>4. Resource Management, stock control, including ordering of food and other consumable supplies from appropriate approved suppliers.</li><li>5. Cumbria Outdoors operates 7 days a week, therefore the post holder will be required to work at weekends and public holidays to meet service requirements.</li></ol>	
Please note annual targets will be discussed during the appraisal process	
Key facts and figures of the post	
Budget Responsibilities	<ul style="list-style-type: none"><li>• None</li></ul>
Staff Management Responsibilities	<ul style="list-style-type: none"><li>• Together with other Housekeepers, deputise for the Housekeeping Co-ordinator when she/he is off-site e.g. days off and annual leave, in all aspects of delivery, including scheduling the work of Housekeepers and Housekeeping Assistants.</li></ul>
Resources Responsible for	<ul style="list-style-type: none"><li>• Kitchen equipment, machinery.</li><li>• Cleaning materials and equipment washing machines and tumble dryers and vacuums</li><li>• Food stocks and ordering.</li><li>• Buildings and assets including locking up and security all sites.</li><li>• Equipment associated with the post.</li></ul>
Essential Criteria - Qualifications, knowledge, experience and expertise	
<ul style="list-style-type: none"><li>• Nutritional special/specific dietary requirements knowledge.</li><li>• Ability to take supervisory responsibility when deputising for Housekeeping Co-ordinator.</li><li>• Experience in housekeeping and catering services.</li></ul>	

- Previous experience of team working & working alone.
- Previous experience of managing own time.
- Literate & numerate.
- Sound personal organisational skills.
- Ability to manage working time effectively and efficiently.
- Ability & willingness to work across all centres to meet the needs of the specification.
- Ability to identify jobs that need to be done.
- Sets high standards of presentation, cleanliness and tidiness.
- Ability to promote and participate in team working or to work alone.

#### **Desirable**

- Knowledge of setting and maintaining quality standards.
- Cooking/nutritional/allergen knowledge.
- Understanding of need for customer care.
- Understanding of the importance of cleanliness hygiene & security.
- Awareness of the importance of working within a budget and controlling the use of resources e.g. adapting and reacting.
- Nutritional special/specific dietary requirements experience.
- Supervisory experience.
- Creative interest in cookery.
- Flexible and willing to initiate change.

#### **Disclosure and Barring Service – DBS Checks**

- This post requires a DBS check.
- The level of check required is:
  - DBS Enhanced – Children

#### **Job working circumstances**

<b>Emotional Demands</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Physical Demands</b>	<ul style="list-style-type: none"> <li>• Normal driving e.g. travel between work locations.</li> <li>• Dexterity, peeling and chopping.</li> <li>• Food preparation &amp; presentation.</li> <li>• Folding laundry.</li> <li>• Setting tables.</li> <li>• Making beds</li> <li>• Operating machinery.</li> <li>• Moving furniture.</li> <li>• Measuring levels when using chemicals.</li> <li>• Working with hot water &amp; dishwasher.</li> <li>• Changing light bulbs, high level cleaning.</li> <li>• Vacuuming, carpet cleaning.</li> <li>• Removing refuse and kitchen waste.</li> </ul>
<b>Working Conditions</b>	<ul style="list-style-type: none"> <li>• General buildings.</li> <li>• Kitchen based environment - temperature changes humidity.</li> </ul>
<b>Other Factors</b>	