

## Job Description

POST DETAILS	
Organisation	The Marlowe Trust
Job title	Housekeeping Manager
Reports to	Head Of Operations
Grade	MTT09 (£20,997 per annum)

### JOB PURPOSE

To lead the housekeeping team and support its ongoing development, ensuring that The Marlowe Trust properties are clean, hygienic, and presentable at all times

### PRINCIPAL ACCOUNTABILITIES

- To plan and organise staff and other resources, ensuring that the best possible service and environment is provided to customer, staff and visitors
- As required, to work as part of the team carrying out cleaning duties.
- To ensure that staff are effectively recruited, have development opportunities, and are trained, supported and supervised so that they are able to meet their obligations and targets.
- To control stock levels to meet business needs and to contribute to departmental budget planning
- To ensure Health and Safety compliance in all areas of work, including staff training, provision of all Housekeeping RAMS and compliance with the Marlowe Trust's Health and Safety Policy.
- To develop effective working relationships and practices both internally and externally to ensure good communication.
- To comply with the Trust's policies and procedures.
- To inform the Head of Operations and Technical Director of any risk, providing risk assessments at the point of notification.

<b>REQUIRED ATTRIBUTES</b>	
<b>Required Qualities</b>	<p>The Marlowe's core values are to be authentic, supportive, resilient, collaborative, inclusive and passionate in everything we do. We actively seek to represent the diversity of our society.</p> <p>In order to live our values, our Housekeeping Manager needs to be:</p> <ul style="list-style-type: none"> <li>• Outgoing and approachable</li> <li>• Collaborative and organised</li> <li>• Passionate about customer service</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Good knowledge of relevant legislation and regulations, in particular COSHH and up to date health &amp; safety practice</li> <li>• Good knowledge of current cleaning guidance in respect of COVID 19 hygiene security</li> <li>• Good knowledge of cleaning systems and processes.</li> <li>• Good understanding of stock control</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Good people management skills</li> <li>• Good level of IT skills</li> <li>• Good written and verbal communication skills</li> <li>• Good problem-solving skills</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience within a housekeeping team environment</li> <li>• Good experience of staff management or supervision including scheduling</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Maths and English GCSE at Grade 4 or above, or equivalent</li> </ul>

<b>JOB DIMENSIONS</b>	
<b>Annual budgetary amounts</b>	n/a
<b>Number of staff reporting to the job holder</b>	Up to 11
<b>Any other relevant statistics/information</b>	n/a

<b>WORKING ENVIRONMENT</b>
Daytimes with some evening and weekend work

**October 2020**