

Housekeeper

Role overview



The Housekeeper is a new role at Pembroke House. It is being offered on a part-time, short term basis to test whether this role meets the needs of the charity in a Covid-19 environment. Depending on the outcome, the role in its current or altered state may be extended or advertised on a longer-term basis.

The Housekeeper will enable the charity to house activities for the local community in its buildings. The role will also enable staff to return to the office after a year of home working.

Contract length	Until 24th of December with possibility to extend
Line manager	Facilities Manager
Location	The housekeeper will work across the charity's buildings in the Walworth, SE17 area
Hours of work	14 per week Preferred working pattern: across lunch times Monday to Saturday. Flexibility will be required, to be agreed with line manager.
Salary	£10.85 per hour. Hourly rate based on the London Living Wage. Review due in November 2021.
Budget oversight	n/a

Pembroke House

Pembroke House is a centre for social action and residential community in Walworth, south-east London.

We were founded in 1885, by students from Pembroke College, Cambridge, as one of the first settlement houses. Shocked by growing poverty and inequality, the pioneers of the settlement movement sought a new approach; taking up residence to live, work and solve problems alongside local communities.

For over 130 years, we've been working to bridge traditional divides and unite people – whatever their background or walk of life – in building a better Walworth. We currently manage two public buildings - Pembroke House and the Walworth Living Room.

Pembroke House 80 Tatum Street, London SE17 1QR | 020 7703 3803
info@pembrokehouse.org.uk | @Pembroke1885

Registered Charity Number: 1177866 Registered Company Number England and Wales: 10586362



What will be different if this job is done well?

- Safe and Hygienic Environment: Buildings open to the public will be cleaned so that they are safe and hygienic spaces to work from and take part in activities.
- Reassurance: Visitors and staff will have the reassurance to use the charity's public buildings during the Covid-19 pandemic as they will see that they are cleaned regularly to high standards.
- Customer satisfaction: Room bookers will be satisfied with the excellent service they receive which will lead to repeat bookings and minimal complaints.

Workstream responsibility

Pembroke House's work is organised around five key streams. The Housekeeper will be part of the Enablers workstream, providing a service that enables activity in the other workstreams to happen.

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Key Relationships

In this role you will be expected to work closely with other members of the team.

Enablers

Front of House to ensure that room bookings customers receive the level of service promised to them; clear communication to agree an achievable room bookings schedule.

Finance Officer to ensure constant availability of consumables required across the organisation.

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Job description



This job description and person specification outlines the key accountabilities of, and output required from, the postholder as well as skills, qualifications and experience needed in order to carry out the role. It is not a definitive list.

Purpose of Job	To ensure that people who are working or visiting the charity's public buildings experience clean and organised spaces.
Responsible to	Facilities Manager
Responsible for	n/a
Location	The post-holder will work across the charity's buildings open to the public, all in the Walworth, SE17 area
Hours of Work	14 per week
Budget oversight	n/a

Main Duties and Responsibilities

1	ROOM HIRE SERVICE <ul style="list-style-type: none">• Set up rooms before each hire period according to specifications supplied by Front of House including cleaning, furniture, audio visual equipment and signage.• Trouble shoot problems occurring during room bookings.• Provide refreshments before and during room bookings according to specifications supplied by Front of House and following required food safety standards.• Clear and clean rooms after each booking.
2	CLEANING <ul style="list-style-type: none">• Follow the charity's Covid-19 enhanced cleaning schedule.• Throughout the day, clean touch points and shared equipment such as chairs, tables, toilets, kettles, microwave ovens.• Throughout the day do any spot cleaning required.• Follow the specified regime to keep buildings clean including floors, internal windows, surfaces.
3	OTHER <ul style="list-style-type: none">• Replenish and monitor stock levels of consumables (cleaning, refreshments) and specify to the Finance Officer when orders are required.• Highlight maintenance issues to Front of House.

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8	<p>OCCASIONAL DUTIES</p> <ul style="list-style-type: none"> • Attend special events organised by Pembroke House which may be during the evenings or at weekends. • Attend monthly team meetings held during the evening. • Complete other tasks commensurate with the level of the role
7	<p>OTHER</p> <ul style="list-style-type: none"> • Take part in weekly and monthly meetings of all staff or smaller project-based teams helping foster effective team-working and a coherent approach across all our activities. • Contribute to developing the learning framework for our organisation as a whole by taking part actively in discussions and learning days. • Take part in the life of Pembroke House by mucking in when a team effort is required to get something done. • A commitment to the Equal Opportunities Policy of Pembroke House.
<p>The above job description is a guide to the work you may be required to undertake but does not form part of your contract of employment. Pembroke House reserves the right to change the duties detailed in this job description to reflect changing circumstances. Changes will be introduced following discussion with the post-holder.</p>	
Job Description prepared by	Grisel Tarifa
Date	17 March 2021

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Person Specification



Who we're looking for

The person we appoint to this role will be passionate about buildings and customer service. We use our buildings to provide welcoming, safe and multi-use spaces that are accessible to all, as well as to generate income for our work. Our buildings are either listed or of architectural significance and include a functioning church. All require sensitivity in their repairs and maintenance.

We are looking for someone who gains satisfaction from looking after buildings and seeing them function well. You will also enjoy meeting the public and have a friendly and helpful manner in responding to their requests, as is required of a front line worker.

Person Specification

- 1-2 years' housekeeping / cleaning experience
- Some customer service experience in any setting
- Food Hygiene Level 2 certificate (training can be provided)
- Manual Handling certificate (training can be provided) and capable of moving weighty items, for example tables, chairs, full buckets of water
- Working knowledge of Health and Safety legislation and compliance including COSHH
- Able to use chemicals involved in cleaning whilst wearing PPE
- Good time-management and prioritisation skills
- An eye for detail to ensure standards are adhered to
- Able to work flexible hours
- A passion for the vision and mission of Pembroke House
- Commitment to the Equal Opportunities, Data Protection, and Child and Vulnerable Adult Safeguarding Policies of Pembroke House
- Sensitive to the ethos of St. Christopher's Church

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