

# Yeo Valley Services Ltd

## Job Description



POSITION	
<b>TITLE</b>	Housekeeper
<b>BUSINESS ENTITY</b>	Yeo Valley Services Ltd
<b>DEPARTMENT</b>	Facilities
<b>SITE</b>	Various, predominantly Blagdon.
REPORTING LINES	
<b>REPORTS TO</b>	Operations Manager
<b>DIRECT REPORTS</b>	None
ROLE & PERSON SPECIFICATION	
<b>Key Aim of The Role</b>	To create and maintain a clean and orderly environment for our visitors, guests and staff, as this is a critical factor in maintaining and strengthening our reputation and Brand. To attend to our facilities with integrity, attention to detail and a 'can do' attitude.
<b>Key Responsibilities</b>	<p><b>Cleaning</b> To be responsible for thorough and meticulous cleaning of the following:</p> <ul style="list-style-type: none"> <li>• All YVHQ areas including meeting rooms, reception, restaurant, serviced offices and toilets.</li> <li>• Laundry - Daily laundry duties to support Facilities, Venues and Holt Farmhouse.</li> <li>• Off Site - Deep clean all YVL Experience properties when vacated and clean all site offices as required.</li> <li>• General - any other reasonable tasks or actions requested by Line Manager.</li> </ul> <p><b>Safety</b></p> <ul style="list-style-type: none"> <li>• Adhering to Health &amp; Safety regulations and ensuring appropriate products used as directed by product Health &amp; Safety guidelines.</li> <li>• Always ensure use of appropriate safety wear (PPE) e.g. (uniform, goggles, gloves, and aprons).</li> </ul> <p>The role will also be required to:</p> <ul style="list-style-type: none"> <li>• Be committed to flexible working to accommodate team holidays and sickness as well as meeting the business needs.</li> <li>• Show willingness to be flexible in working practice in order to respond to changing service demands and assist the wider facilities team where needed.</li> <li>• Work effectively and efficiently without compromising quality.</li> <li>• Ensure timely reporting of repairs or maintenance issues, ensuring detailed recording and report as soon as possible to Operations Manager.</li> <li>• Work with limited supervision either independently or within a team context and providing at all times, a high level of performance and customer service.</li> <li>• Work as an effective team player always work within parameters of respect, honesty and non-judgmental communication.</li> <li>• Work closely with Operations Manager as and when needs arise.</li> </ul>

	<ul style="list-style-type: none"><li>• Work closely with other Yeo Valley departments to ensure minimal disruption to guests and to provide excellent customer service to other colleagues where Housekeeping is required on other sites or venues.</li></ul>
<b>Personal Specification</b>	<ul style="list-style-type: none"><li>• Full UK Driving licence</li><li>• Ability to prioritise work effectively</li><li>• Willingness and ability to be flexible</li><li>• Willingness to be flexible to accommodate team holidays and sickness as well as meeting the business needs</li></ul>