



HOUSEKEEPER

Job description

Department:	Operations
Responsible to:	Head of Operations
Responsible for:	Cleaners
Contract type:	Full time, permanent
Salary:	£27,000 per annum

Level 4 SMT
Level 3 Heads Of Dept
Level 2 Managers
Level 1 Team members

ABOUT WOOLWICH WORKS

London's Best New Spot for Culture 2021 – Time Out

Woolwich Works is London's newest landmark cultural hub, housed in five historic buildings on the Royal Arsenal. Following a multi-million pound refurbishment by the Royal Borough of Greenwich, our spaces opened in September 2021 and include a stunning 1500m² former factory performance and events venue, rehearsal and performance studios, event spaces, outdoor courtyard, and a café and bars. We're home to a number of world class resident artistic companies, including Chineke! Orchestra, the National Youth Jazz Orchestra, Luca Silvestrini's Protein and internationally renowned theatre company, Punchdrunk.

This job is being advertised by Woolwich Creative District Trust (the 'Trust'), an independent not-for-profit organisation founded to run Woolwich Works. We're working to build an exceptional, professional, inclusive creative community that delivers our mission to offer hope and opportunity by enabling people to realise their creative potential.

ABOUT THIS JOB

The Housekeeper is responsible for overseeing the cleaning of our buildings, keeping them spotless inside and out. They'll work with our Operations team to develop and put in place regular cleaning schedules and to manage work around events and supervise our team of cleaners. They'll also be responsible for managing our cleaning supplies and equipment, helping to supervise contractors, and looking after waste management and laundry.

Is this job for you?

We're looking for someone who's passionate about delivering an exceptional visitor experience, and has experience supervising other people. You may have worked in a customer facing environment providing housekeeping or cleaning services at a supervisory level, and you'll certainly have a good understanding of cleaning and some experience of doing it as a job.

You'll be a good communicator that enjoys helping other people and setting and maintaining a high standard, and you'll respect, encourage and connect with the people you work with and the visitors and audiences that come to Woolwich Works.

How to apply

Please visit our website <https://apply.woolwich.works/> to submit your CV and covering letter no later than 23.59 on Friday 9th June, 2023 (the 'closing date'). If you can't upload a CV electronically, we can arrange an alternative version for posting - please contact us by phone to arrange.

If you would like to arrange an informal chat to hear more about this role, please email jobs@woolwich.works.

If you're unable to complete a written application for any reason please either email us on jobs@woolwich.works or call (020) 8987 8097 so that we can discuss alternative arrangements for assessing your suitability for the job. However, you must do so at least one week before the closing date above.

We are receiving an incredibly high number of applications for all of our roles. We will provide specific feedback for applications, but please bear with us; we will do this as soon as we can. We will always let you know if you have been unsuccessful and we aim to stick to the time frame outlined in the job advert.

We're proud of the diversity of our community and aim to build a team that represents it. We therefore particularly welcome applications from people from black, Asian and ethnically-diverse backgrounds, and those identifying as D/deaf or disabled.

RESPONSIBILITIES

We try to make our job descriptions as straightforward and accessible as possible. They're not intended to set out every duty in detail, but to explain the key responsibilities so that you understand the nature of the job. How you go about doing it will be discussed and agreed between you and your manager on an ongoing basis.

All our team members are additionally expected to work to our Competency Framework. This is a Level 1 (Team) position.

Key responsibilities specific to this job

1. To lead a team in providing a housekeeping and cleaning service that maintains excellent conditions throughout the buildings, courtyard and external perimeter.
2. To be responsible for the recruitment, management, training, induction, supervision and rostering of cleaning staff.
3. To ensure that the team deliver to standards set by the Head of Operations, carrying out quality checks and ensuring that team accountability and high productivity are always maintained.
4. To oversee and conduct cleaning duties ensuring the building is safe and ready for public use – this is a hands-on role.
5. To undertake maintenance checks and log maintenance issues highlighting any major issues to the Head of Operations.



6. To manage effective stock control processes and ensure optimum stock levels of cleaning supplies are maintained.
7. To carry out any training to maintain a high level of cleaning standards, ensuring COSHH regulations are always met.
8. To ensure that events and performances are appropriately staffed and serviced such as to ensure that standards of service delivery are met within budget.
9. To be responsible for supervising contractors and suppliers as required by the Head of Operations, including window cleaning, cleaning supplies and cleaning equipment, ensuring best value for money.

General responsibilities

1. To champion and promote the values and behaviours set out in the Woolwich Works Competency Framework and act as an ambassador for the Trust and the borough.
2. To act as a first aider or fire marshal if required.
3. To safeguard the organisation's data, working in line with the Trust's data protection policies and in accordance with the Data Protection Act 2018.
4. To be responsible for undertaking training and development as required to meet the needs of the organisation.
5. To always act in the best interests of the Trust, and in line with all company policies.
6. To undertake any other duty in line with the level of the job as may be required.

PERSON SPECIFICATION

We'll decide whether to invite you for an interview by reviewing your application against the responsibilities above and the skills below.

Essential skills

- A. An experienced, capable and confident cleaner with experience of supervising other people
- B. Good observation skills – an eye for detail and pride for maintaining high standards
- C. Good time management and organisational skills
- D. Ability to remain calm and work effectively under pressure
- E. Good written and verbal communication skills
- F. Able to work effectively within a team and on own initiative
- G. An in-depth knowledge of and commitment to the Royal Borough of Greenwich



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Desirable skills and experience

- A. Knowledge of and experience in adhering to COSHH regulations
- B. Previous experience as a housekeeper or cleaning supervisor
- C. Experience of working within a public venue
- D. First Aid at Work qualification

If we invite you for an interview, we'll explore your suitability for the job based on the contents of your application, this job description and our Competency Framework.

CONDITIONS

Hours: Typically 40 hours per week on average, scheduled on a flexible rota over five of seven days (including evening and weekend working). This role will include evening, weekend and bank holiday working for which no additional payment will be offered. You'll be expected to work operationally for major events.

Holiday: Based on a full-time contract (40 hours over five days per week), you will have 25 days' holiday per calendar year plus public holidays (or days off in lieu of public holidays as business needs require).

Location: You'll be based in Woolwich, south east London. The exact location will be subject to change during your employment. We may require you to work elsewhere or travel within the UK as part of your job.

Probationary period: Six months

Notice period: Prior to receiving written confirmation of the satisfactory completion of the probationary period, either you or the Trust can terminate employment by giving one month's notice in writing.

Following satisfactory completion of the probationary period, the notice period will be two months.

DBS check: You must tell us about any unspent criminal convictions when applying for this job, and undertake an enhanced Disclosure and Barring Service ('DBS') check if appointed (and at least annually thereafter). Having a criminal record will not necessarily bar you from working with us, but we will consider the nature of any disclosed convictions and their relevance to the job and the Trust. If you don't disclose information relating to unspent convictions, we'll withdraw any offer of employment that we may subsequently make or terminate your employment.

References and right to work: Any offer of employment will be subject to the receipt of two satisfactory, written references, one of which must be from your most recent employer or professional contact. You must have the legal right to work in the UK.



From the Royal Borough of Greenwich, for everyone.

Founder:

