

## Housekeeper

### Role Profile

**Job Title:** Housekeeper

**Benefits:** Pension at 5%

**Hours:** Annualised hours

**Location:** Marwell Wildlife

**Reports to:** Guest Services Manager

**Management:** None

**Role Purpose and Role Dimensions:**

Clean guest areas within the park and undertake the collection of refuse and recycling from designated areas, in accordance with park regulations. Provide great service to all Guests in line with Marwell's brand values.

**Key Internal Contacts**

- Environmental Services Colleagues.
- Guest Services Managers

**Key External Contacts**

- Marwell Guests

## The Role

- Ensure that the guest toilet facilities within the park are maintained in a clean and tidy condition.
- Clean guest areas in accordance with departmental standards within the structure provided.
- Clear guest refuse and recycling facilities in accordance with departmental daily schedule prior to opening.
- Clean bins internally and externally.
- Liaise with management to ensure compactors and all bin facilities including sanitary and nappy bins are emptied by contractor.
- Clean staff facilities in accordance with departmental daily/weekly schedule.
- Undertake leaf blowing in accordance with departmental daily/weekly schedule.
- Complete jet washing in accordance with departmental daily/weekly schedule.
- Ensure stock levels are maintained and reported through departmental procedures.
- Undertake winter cleaning projects as outlined in departmental schedule.
- Monitor guest refuse and recycling facilities at regular intervals rectifying any issues as soon as possible.
- Report any maintenance issues or faults promptly to Guest Services Manager.
- Assist guests visiting the park with any queries and provide any information they might require in a professional and friendly manner.
- Litter picking of all areas in and around the park.
- Maintain standards within indoor and outdoor picnicking areas.
- Monitor and implement pest control measures as required.
- Ensure all equipment under your control is kept in good working order, it is well maintained and ensuring its safe return after use.
- Undertake any other duty deemed reasonable as required by the Guest Services Manager.
- Identify with and contribute to Marwell Wildlife Brand Values, mission and charitable objectives.
- Adhere to health and safety policy and procedures, identify hazards and undertake appropriate risk assessments as required.
- To ensure that all chemicals are used and stored in accordance with COSHH regulations, using PPE as and when required to do so.

## The Candidate

### **Qualifications & Experience**

#### **Essential**

- Previous customer service experience.
- A full driving licence valid for the UK.
- Basic understanding of health and safety requirements
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#### **Attributes**

- Organisation and time management skills.
- Friendly and helpful manner.
- The ability to work in a team.
- Self motivation.
- An understanding of the values and behaviour expected within this role
- An understanding of how this role supports the delivery of our charitable outputs

#### **Additional**

- Due to the nature of the work, occasional out of hours and anti social hours may be required
- Frequent weekend and bank holiday working is required