

## CCT – Housekeeping – Laundry Person

**Reports to:** Head of Housekeeping  
**Work Base:** The Hayes/ High Leigh

### **JOB PURPOSE:**

As part of the housekeeping team, you will play an integral role in ensuring our accommodation looks presentable, so our guests feel a genuine welcome and a positive attitude from all our team members.

You will support the team to create great memories for all our guests. The servant-hearted culture you set in the team will make each of our guests feel special and you will have the ability to encourage the team to do the same.

We are part of a long line of history makers, pioneering Christian conferencing since 1910. We continue their spirit of purpose, encouragement, and positivity, driving us forward to be our best in our time now.

As the laundry assistant, you will support the entire housekeeping department, taking responsibility to ensure the very highest level of service are consistently delivered. You will have responsibility for supporting our room attendants and to ensure that the accommodation looks well presented to our guests.

### **KEY RESPONSIBILITIES:**

- To collect all linen and towels on change over days from each section of the centre as quickly as possible. Ensuring no trip hazards and neat clear walkways.
- To separate linen for the contract company to collect and towels for laundry on site.
- To launder all towels and return to each housekeeping store as required.
- When appropriate, to launder soft furnishings and other onsite laundry.
- To sort and sluice where necessary soiled linen prior to collection by contract laundry.
- To unpack, check and store laundry on return from contract laundry.
- Check and record items sent to contract laundry.
- To maintain laundry equipment in clean and safe working order
- To maintain the laundry area in a safe condition and notify the Unit Manager of any safety hazards or defect equipment.
- To notify the Manager on the need to re-order supplies (i.e. soap powders etc.)
- To perform general cleaning duties.
- To carry out any other reasonable duties within the overall function of the job

### **PERSON SPECIFICATION**

#### **Qualifications, education and training:**

Essential	Desirable
<ul style="list-style-type: none"> <li>• Verbal and written communication skills</li> </ul>	

## Experience and knowledge:

Essential	Desirable
<ul style="list-style-type: none"> <li>• A true desire to satisfy the needs of others in a fast-paced environment.</li> <li>• Ability to stand for long periods of time and walk moderate distances.</li> <li>• Ability to lift, pull, and push a moderate weight (about 50 pounds)</li> <li>• Must be able to work a flexible schedule, including weekends and holidays.</li> </ul>	

## Skills, personal attributes and behaviours:

- Confident, self-motivated and able to work on own initiative.
- Good communication and interpersonal skills
- Organised with good planning, prioritising and time management skills. Ability to accurately prioritise work to minimise disruption to the centre.
- Demonstrates a positive customer focused approach to guests' needs and resolves problems quickly.
- Proactive in identifying and resolving problems with the ability to determine when to escalate problems to the head of housekeeping and when to take ownership and resolve them personally.
- A good team player

## Other:

- Understanding and supportive of the aims and goals of the trust
- Able and willing to work flexible work patterns, including weekends and evenings.
- Flexible and willing to undertake extra duties as and when required.

<b>Employee signature:</b>	<b>Line Manager signature (or SLT member):</b>
<b>Employee name:</b>	<b>Employer name:</b>
<b>Date of signing:</b>	<b>Date of signing:</b>

