

Job pack

## Housekeeper – full time

**Salary:** £25,500

**Based:** Liss, Hampshire

**Location:** Onsite Working

**Hours of Work:** 37.5 hours per week

**Contract:** Permanent

The White Eagle Lodge is a spiritual organisation. It is not necessary for the applicant to be a member or adherent of the Teachings, but respect and empathy are required for the spiritual aspects of the work and the values and ethos of the Lodge.

We are looking for a positive, methodical and well organised person. You need to be a good team player as well as being able to self-manage and work to deadlines. The working hours can vary from week to week and you would be required to work weekends whilst retreats are running. You would be working in a beautiful rural setting on a country estate, therefore your own transport is essential.

### Skills and Experience

For this role it is essential to be service minded and have attention to details and good cleaning skills as well as people skills and good communication skills. You need to be flexible and maintain a positive attitude. Being disciplined and structured. Experience of a similar role is desirable.

For an informal discussion about the post please contact Rozita Hansen on 01730 893300 or email [rozita.hansen@white-eagle.org.uk](mailto:rozita.hansen@white-eagle.org.uk)

To apply please submit your CV and a supporting statement, outlining how your experience meets the criteria, to [support@bespokehr.com](mailto:support@bespokehr.com) Job ref: WELHKEEP2025

Closing date: 16<sup>th</sup> February 2025

### What we can offer you

Benefits include 25 days annual leave plus bank holidays; access to the NEST pension scheme; enhanced sick pay and access to an Employee Assistance Programme. We offer an environment which encourages development, empowerment and personal responsibility.

## **MAIN DUTIES AND RESPONSIBILITIES:**

### **Retreat House**

Prepare the house and bedrooms prior to events/retreats (often quick turn-round)

Provide a friendly and professional welcome to house users/retreatants on arrival

Conduct a short welcome session on first evening of each event (H &S and housekeeping)

Liaise with catering staff and retreat helper regarding overseeing/managing the dining room at mealtimes

Respond to enquiries and requests regarding practical issues from visitors and guests

Undertake daily and regular cleaning/tidying as required to maintain standards during retreats

Schedule, manage and effect a programme of deep cleaning during quieter periods

Liaise with, and supervise, additional cleaning staff where required

Manage the stock control and ordering of cleaning supplies and equipment

Manage stock control for the house kitchen/dining room, in conjunction with catering contractors

Ensure that high standards of cleanliness, hygiene and safety are maintained

Identify and report health and safety hazards

To carry out health & safety procedures as required

Liaising with laundry contractor and occasionally undertake laundry duties (in-house)

Liaise and work collaboratively with Retreats and Events administrator

Promote the facilities to potential external customers, in conjunction with Retreats and Events administrator

Respond to requests and enquiries from members of the public and contractors

### **Office Building**

Undertake regular cleaning/tidying in Office building

Manage the stock control and ordering of cleaning supplies and equipment

Ensure that high standards of cleanliness, hygiene and safety are maintained

To carry out health & safety procedures as required

Identify and report health and safety hazards

### **OTHER DUTIES**

Provide ad hoc general support for office staff where time permits (at quiet periods)

Any other duties as necessary and commensurate with the role

**Person specification Housekeeper**

<b>Attribute</b>	<b>Essential</b>	<b>Desirable</b>	<b>Method of Assessment</b>
Experience	- Cleaning experience	- Experience of a similar role	CV Interview
Interpersonal skills	- The application of sound judgement  - Effective prioritisation and organisation skills  - Ability to develop and maintain good relations with retreatants and staff		CV Interview
Communication	- Good verbal communication skills		Interview
Personal Qualities	- Ability to take initiative and prioritise workloads  - Being able to work towards deadlines  - Ability to work as a team player as well as autonomously  - Attention to detail  - Being flexible and adaptable and maintain a positive attitude		CV Interview
Technology / IT Skills		- Basic computer skills	CV Interview

## **White Eagle Lodges way of working within teams**

Within collaborative self-managing teams, individual team members have responsibility for specific tasks and areas of work; although knowledge is shared to facilitate effective working and to enable colleagues to provide cover for each other. The team discusses and agrees any changes to ways of working, referring to the Coordinating group as necessary. All teams have a member with Ministerial/spiritual input/outlook. The team makes a yearly budget proposal, with help from the Finance Officer and after agreement from the Trustees they work on keeping costs down and oversee the financial performance within their agreed budget. If financial investments outside the budget are needed it is taken to the Coordinating group who consult the Trustees.

The team ensure all work is carried out effectively and efficiently, plan and coordinate procedures and systems to streamline processes within the team and keep up with skills development that are needed to carry out their tasks. The teams plan and agree between themselves when leave of absence is taken so that the necessary work can continue.

The teams ensure their outputs are consistent with the Lodge's charitable objectives and its ethos and ensure the Trustees are made promptly aware of significant issues including any that might affect the reputation, financial position, health and safety, business continuity etc of the Lodge.

Individuals may also be invited and/or volunteer for other project teams that are formed on a temporary basis to progress specific projects and will also work in a collaborative and self-managing way. Team members should consider whether they have the capacity to take on such additional work and discuss with their team as necessary.