

Housekeeping

Job Description

Your Job Purpose

- Provide excellent cleaning services to our guests
- To assist in the preparation of accommodation.
- Provide assistance in completing the annual cleaning plan

Our Mission

- Totara Springs is a Christian camp that brings God's love to each person who visits. We are especially committed to serving our guests with outstanding hospitality.

Organisational Context

<i>Responsible to:</i>	Housekeeping Team Leader
<i>Direct reporting roles</i>	None
<i>Department and Team</i>	Customer serve - -> Housekeeping
<i>Functional Relationships (internal and external)</i>	Instructor/Host team Ministry Development team Property team Guests

Your Key Job Responsibilities and Performance Expectations

Accommodation Preparation

- Preparing and servicing the accommodation when booked by guests
- Ensuring motel and lodge accommodation and public areas are maintained to an excellent level of cleanliness and tidiness
- Delivering all services to the quality and health & safety standards expected, within the specified time frame.
- Reporting of stock quantities that are low as soon as possible to the Housekeeping Team Leader.
- Ensuring accommodation fittings, furnishings, equipment, crockery & cutlery are well maintained, with any damages reported to the Property Manager
- Obtaining a schedule from the Bookings Coordinator of accommodation booked and arrival times for incoming guest groups when the Housekeeping Team Supervisor is not available

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Cleaning Duties

- Window cleaning
- Ensuring all laundry services are provided in an efficient, and timely, basis
- Providing laundry services for kitchen and dining room operations
- Ensuring all The Centre's ablution facilities are regularly cleaned to agreed standards
- Ensuring that all motels and lodge rooms are cleaned and serviced prior to Guests' arrival
- Vacuuming.
- Scrubbing walls.
- Cleaning of lounge areas
- Ensuring that all facilities are clean and safe for guests, staff members and volunteers (i.e. cleaning floors, walls and benches)
- Ensuring guests' laundry and common staff toilets and showers are clean and tidy
- Being a member of the Housekeeping Team and assisting in all aspects of the team's responsibilities as may be directed by the Housekeeping Team Leader
- Providing an atmosphere in which each guest group member will feel at home and comfortable

Programme Delivery Support

- Liaise with parents, guests, coordinators, bookings, catering regarding any special needs to ensure guest needs are met and appropriate teams members are informed.
- Assisting Clients by responding to personal needs if it is appropriate

Spiritual

- Ensure that you are sharing the life-changing message of the gospel in all that you do.
- Investigate and seek out opportunities to integrate spiritual stories and values (i.e. the story of Tarore) into your everyday work to share with our guests.

Health and Safety Management

- Actively participate in the health and safety (H&S) responsibilities as outlined in the H&S Management Programme.
- Follow all established work procedures with particular regard to the requirements for H&S, including the use of PPE, no matter of location (i.e. at camp or off-site). Refer to the latest health and safety manual.
- Actively participate in the identifying and reporting of hazards.

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- Actively participate in rehabilitation and return to work procedures following an (work related or non-work related) accident, including the sharing of relevant medical information and attendance of medical appointments/assessments.
- Actively promote and support health and safety, and wellbeing initiatives or opportunities for improvement.

People, Leadership and Culture

- Be a role model and leader of TSCC values and incorporate Our Mission into everything that you do. This includes demonstrating an awareness of and working in a manner that adds value and grows a positive team culture.

Personal/Professional Development

- Participate in professional development initiatives and demonstrate an awareness of self and how one's behaviour and conduct may impact others.
- Take responsibility for discussing own performance and professional development with direct manager.
- Demonstrate commitment to up-skilling and further developing specialist knowledge and best practice initiatives.

Other Projects/Duties as assigned

- Work in a manner that is aligned with our values, TSCC employee handbooks, policies and relevant legislation, in particular policies relating to conflicts of interest and confidentiality policies in all guest, TSCC community and team interactions.
- Fulfil all other agreed upon responsibilities and/or project work in a professional and timely manner.

Your workload breakdown

60% Cleaning

30% Laundry

8% Other Projects/Duties

2% Personal/Professional Development

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Person Specification

Experience and Qualifications

- Experience working as a cleaner
- Demonstrates a personal commitment to the mission and spiritual goals of TSCC

Technical Competencies

- Competent user of MS 365 tools and able to learn new applications and system quickly
- Ability to provide training and transfer knowledge to others with confidence
- Basic knowledge of health and safety requirements for cooking in a camping/outdoors environment
- Demonstrates an inclusive and engaging communication style
- Has a guest and participant centric approach to the delivery of meals
- Excellent communication skills (written and verbal)
- Holistic proactive approach to wellbeing in the workplace

Interpersonal Relationships and Communication

- Good listener that can guide or influence people to act and follow correct procedures
- Written and verbal reports are clear, concise, and appropriate to the audience
- Develops productive relationships and maintains an atmosphere of trust
- Effectively resolves conflict and communicates disagreement without being disagreeable, offending, or building resentment.
- Takes the initiative to build/strengthen relationships with others.

Work Styles and Personal Attributes

- Ability to prioritise workloads through proactive planning, delegation and can work to timeframes and/or under pressure whilst maintaining professionalism (both in manner and delivery of work)
- Seeks to live out and role model the importance of balance to life, and discourages a work-at-all-costs mind-set
- Seeks and demonstrates ownership of issues and solutions, and resilience when faced with challenges and adversity
- Embody the values and mission of TSCC in every strategy and action
- Demonstrates a commitment to growing personal faith (i.e. involvement in a church or similar community group)

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- Maintains and upholds TSCC standards and procedures in an ethical and consistent manner
- Takes appropriate and reasonable steps to solve problems or improve the status quo
- Self-starter that sets and achieves own goals.
- Able to work long hours and shifts as required to support the effective delivery of large-scale events.
- Committed to maintaining a work life balance, advocating for yourself as needed.
- Can effectively manage interpersonal reactions and emotions when under stress