

Job Description

Housekeeping Floor Attendant

Organisation and Job Context

The YMCA's work in East London is spread across the London boroughs of Waltham Forest and Redbridge. It currently accommodates +300 young homeless residents at seven hostels, provides out of school care at 11 locations, a range of youth activities to the local community and gym membership and exercise classes for the public. It is a dynamic and growing environment.

Job purpose

The main purpose of this post is to provide an efficient Housekeeping service through the day or night shift by maintaining a high standard of cleanliness of the facilities and areas owned or managed by the Association.

Please note, areas to be cleaned, tidied and maintained will depend on location and will be advised and instructed by the Housekeeping Manager.

Specific areas for example would include where applicable: cleaning fitness and leisure facilities, all function halls, Dance studio, toilets and shower rooms, restaurant reception and occasional cleaning of other buildings within the same premises.

Reporting to:

- a) Housekeeping Manager
- b) The post holder will be required to attend: regular team meetings, regular 121 meetings, annual appraisals as well as annual Team Day events.

Responsible for:

No Line Management responsibility.

Main duties

- a) To be aware of Forest YMCA Health & Safety Policies and standards.
- b) To clean all designated areas to 5* standard.
- c) Where necessary, post-holder to be able to use the buffing machine, scrubber, polishing machine, steam cleaner as and when required and to be able to carry a reasonable weight (e.g. disposing of waste, carrying cleaning equipment up and down stairs).
- d) To carry out the above duties at times and frequencies advised from time to time by the Housekeeping Floor Supervisor /Housekeeping Manager.
- e) To attend training and other team meetings.
- f) General portering.
- g) To communicate courteously and in a professional manner with both internal and external stakeholders, (colleagues, residents, members of the public, etc.) so as to maintain the good reputation and confidentiality of Forest YMCA.
- h) To provide, with the assistance of others, cover for staff holidays and sickness.
- i) To report any safety concerns with regard to buildings and/or residents' lifestyle to line manager or in his/her absence via FYMCA's safety reporting procedure.
- j) To remain on site to deal with any urgent situation until the circumstances can be managed.
- k) The post holder will undertake other reasonable duties as requested by their line manager or by the Management.
- l) The post holder will be required to wear the appropriate uniform whenever on duty and abide by the requirements of FYMCA dress code and uniform policy in the staff handbook which is available on the intranet or in paper format if the employee does not have access to a computer.

Performance Indicators

- Efficiency of cleaning all designated areas during shift.
- Service user feedback.
- Area checks and continuous spot checks
- The provision of adequate supplies of toilet requisites

Scope and Limits of Authority

- The post-holder has no budgetary responsibility.



Safeguarding Children and Adults

- This role may involve contact with young vulnerable people and therefore all aspects of Child Protection and Safeguarding Adults policies must be adhered to. Professional Boundaries must be maintained at all times.

It is recognised that the Association is involved in a dynamic environment and as such, job descriptions will require to be periodically reviewed and amended reflecting the changing nature of the job. Such reviews will be carried out in consultation with the staff concerned and one month's written notice given of any change in the job description.

Last updated April 2017



Person Specification

Housekeeping Floor Attendant

The following details the criteria upon which appointment to the above post will be made. Some criteria will be tested through the information supplied on the application form and some during the selection process. In completing your application please ensure that you illustrate how you meet the criteria, illustrating with brief examples from work, voluntary or personal experience.

| Knowledge/Education/Qualifications | Essential or Desirable E/D | Method of Assessment: Application form/ Interview/Test A/I/T |
|--|--|--|
| Knowledge of Health and Safety legislation and procedure | E | A/I |
| Understanding of the challenging environment met by our service users | D | A/I |
| Experience | | |
| Experience of cleaning in a Hostel/Hotel/Hospital environment | E | A/I |
| Machinery handling (buffer/scrubber/steam cleaner /carpet cleaner) | E | A/I |
| A minimum of one year working in a residential or community setting | D | A |
| Abilities and Skills | | |
| Willing to undertake any appropriate and/or compulsory training | E | A |
| Good interpersonal and communication skills | E | A/I |
| Ability to work as part of a team or as an individual | E | A/I |
| Ability to prioritise a multitude of tasks within an ever changing environment | E | A/I |
| Ability to send and receive emails and use basic IT packages | E | A/I |



YMCA LONDON SOUTH WEST

SURBITON / WIMBLEDON / HAWKER
HAMPTON POOL / PARSONS GREEN
JOHN INNES



| | | |
|--|---|-----|
| Ability to work effectively and efficiently in difficult or stressful situations | E | A/I |
| Decision making ability | D | A/I |
| Behaviours | | |
| An understanding and sympathy with the YMCA Vision and Mission | E | A,I |
| Commitment to the YMCA's Equal Opportunities Policy | E | A,I |
| Proven track record of being very reliable and punctual | E | A,I |

