

GLADSTONE'S LIBRARY
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JOB DESCRIPTION: Head Housekeeper

Gladstone's Library is a unique international institution - a Library where you can also stay and enjoy great food and warm hospitality. A Grade 1 listed building, with 26 bedrooms, conference rooms, restaurant and a year-round programme of events and courses, this is a fascinating and stimulating place to be.

In preparation for our re-opening in September, we are now recruiting our Head Housekeeper.

Key qualities

Co-ordinating the cleaning and care of our 26 bedrooms with a 97% occupancy rate takes someone who is organised, hard-working with high expectations, attention to detail and a passion for hospitality. This is a hands-on role so you will lead your team by example, ensuring all bedrooms are prepared to your high standards. Time-management skills will be essential to ensure that shift tasks are prioritised effectively and to the required standard. You will be a confident communicator with a positive outlook, committed to training and coaching your team to get the best out of them and achieve consistent results. You must be able to work well with other departments, including Reception and Maintenance. Gladstone's Library guests enjoy getting to know all our team so you will be approachable and enjoy this interaction. You will be passionate about delivering great customer experience and will want to be part of a unique and purposeful charitable organisation, as it begins a new chapter in its long history.

Responsibilities

Our Head Housekeeper will co-ordinate the cleaning of all bedrooms, as well as having their own allocation of rooms to prepare. They will support the cleaning of public areas/conference rooms, when required. They will produce their own rotas in line with booking demands (our booking lead-time is longer than typical hotels so rotas are drafted 2 weeks out), with the support of the Operations Manager. They will work closely with Reception and Maintenance to ensure rooms are ready for guests on-time and any issues are resolved quickly. You will manage linen orders and deliveries and monitor all products/cleaning stocks, carrying out stock-takes, as required and report any discrepancies. You will ensure your department complies with the organisation's health and safety policy and work closely with the Operations Manager and HR to ensure the effective performance and well-being of your team.

Required Skills:

- Experience in a supervisory housekeeping role
- Experience in a hospitality environment

- Presentable and personable
- Physically fit as this role requires some lifting
- Good knowledge of Health and Safety guidelines and COSHH

All Gladstone's Library employees must respect and support the liberal and inclusive values of the Library and reflect these in their everyday behaviour. As a member of the Gladstone's Library team you will be part of a purposeful charitable institution.

You must be a fluent English speaker, must provide proof of identity, eligibility to work in UK and any relevant qualifications and references.

What we will offer:

Gladstone's Library is proud to be a Living Wage Foundation employer. We pay the Real Living Wage because we believe that our employees deserve a wage that meets everyday needs. The Real Living Wage is the only wage based on what people need to live.

- The opportunity to be an important part of a unique and growing organisation
- A comfortable and stimulating work environment with sociable hours
- Pension scheme
- 2 weeks off at Christmas (the Library closes for Christmas)
- 21 days annual leave entitlement

Hours of work

25 hours

Additional hours, paid as overtime, will be available to all housekeeping team members to cover holidays/sickness

Shift patterns will be 5 out of 7 days, typically 8am-1pm, with a variety of shifts. We manage a fair shift request system and rotas are drafted 2 weeks prior.

Contract: Permanent

Rate of pay: £11 per hour

Closing date for applications: 7th July

Interviews will be held: w/c 12th July.

Start date: 16th August.

To apply, please send a covering letter and your current CV to:
Elizabeth.Newmarch@gladlib.org