

Raystede Centre for Animal Welfare

Job Description

Job Title:	Housekeeper – with administrative duties
Responsible to:	Estates Manager
Hours of work:	Part-time
Contract Type:	Permanent
Grade:	A

Background information

Raystede Centre for Animal Welfare, established in 1952, is a charity that aims to give animals a better life through rehoming, rehabilitation and sanctuary, and give people the support and knowledge they need to treat animals with care and respect. We care for more than 400 animals every day, including cats, horses, dogs, rabbits, hens and exotic birds. We help most of the animals find new homes but also provide life-long sanctuary for those animals that cannot be rehomed. Our beautiful 43acre site is open for visitors to get a unique glimpse into a working animal welfare centre.

Animals are at the heart of everything we do but we could not care for them without our expert and dedicated team of staff and volunteers. Surrounded by animals, lakes, trees and fields with a café, shops, parking and many other benefits, Raystede is an uplifting and rewarding place to work.

The housekeeping team is part of the Estates team and ensure that all buildings and facilities are cleaned and sanitised to a high standard.

Main Purpose of the role:

- Ensure all buildings and facilities are cleaned and sanitised to a high standard

Key Tasks

- Use correct equipment dust, sweep and vacuum public and staff designated areas including toilets, kitchens and break areas
- Ensure areas are cleaned to a high standard in line with health and safety guidelines and established procedures
- Use correct equipment, clean public and staff designated areas including toilets, kitchens and break areas
- Use correct chemicals as required for cleaning tasks
- Carry out deep cleaning and detailed cleaning tasks where needed
- Clean filters of washing machines and tumble dryers as required
- Prioritise a variety of different cleaning tasks to ensure cleaning is complete by opening deadline
- Use creative thinking to identify and resolve problems through following established cleaning procedures
- Maintain stocks and supplies of cleaning products

- Stock and maintain hand sanitisers, soap dispensers and paper towel holders
- Follow all health and safety regulations as instructed
- Assist the Estates manager to prepare a weekly stock order
- Assist with stock taking when required

General

- At all times ensure and maintain a compassionate, professional and efficient public image for the charity
- Participate in supervision, appraisal, and learning and development and take personal responsibility for maintaining the knowledge and skills required for the role
- Take responsibility for ensuring own health and safety and that of others who may be affected by your acts and omissions. Report any health and safety risks to your manager.
- Work within the policy framework of Raystede Animal Centre and adhere to the terms laid out in the employee handbook

Key Working Relationships

- Department Managers – work in sections, be courteous and advise of presence giving explanation as required
- General Staff and volunteers assist with and facilitate the successful and efficient operation of Raystede and its services

Decision making and limits of authority	• Reprioritise tasks as necessary to ensure public areas are given priority • Exercise judgment within existing procedures to ensure health and safety priorities are met
Financial resources	• No responsibility for financial resources.
Material assets	• Responsible for ensuring the cleanliness of all buildings. • Expected to report issues and defects with material assets, equipment, buildings, fixtures, and fittings to Estates Manager when recognised. • Expected to operate heavy cleaning machinery • Expected to report perceived issues with stocks or supplies to Section Manager.
Information and communication resources	• No ICT responsibility in this role
People management	• No people management responsibility in this role
Legal, regulatory and compliance responsibility	• Responsible for working within HSE framework • Responsible for ensuring own health and safety following set procedures and using equipment provided.

Physical requirements

- Frequent bending, lifting, reaching, kneeling, walking, and standing for 4 to 6 hours or more per day.
- Exposure to sanitising and disinfectant solutions for cleaning.

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Person Specification

Post Title: Environmental Operative

	Essential	Desirable
Education and Qualifications		
Knowledge and Experience	• Good communication skills	
Key Skills and Abilities	• Ability to read labels, safety warnings and guidelines • Attentive to detail and alert at all times to ensure safety • Ability to work within a diverse team, and build excellent working relationships	• Problem solving
Personal Attributes	• Ability to deal with change to workplan • Personable and able to work within a team • Proactive and self-motivated with the ability to think creatively. • Change orientated approach to work	•
Other	• To have a flexible approach to working hours. • Availability of vehicle for work use and in possession of a current, clean driving licence.	

Raystede Centre for Animal Welfare Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

Using display screen equipment	☐
Working with children/vulnerable adults	☐
Moving & handling operations	☒
Vocational driving, driving light goods vehicles, people carrying vehicles or forklift trucks	☒
Lone Working	☐
Shift work	☐
Night work	☐
Climbing/Working at height	☒
Working with hazardous substances, skin irritants, sensitisers, and/or with biological agents or chemical agents	☐
Working with dangerous machinery	☒
Exposure to noise and /or vibration	☒
Handling animal food	☐
Exposure to blood /body fluids	☐
Providing animal care	☐