**Head Housekeeper: Aberdovey Centre**

**Permanent position. 37.5 hours per week.**

The Outward Bound Trust is an educational charity providing adventure-based, outdoor learning for young people from six centres across the UK.

We're a charity with a mission, we use learning and adventure in the wild to teach young people the most important lesson they could ever learn: to believe in themselves. We do this so they can develop the attitudes, skills and behaviors that they need to make a positive change in their lives.

Our hospitality team play a very important role in the experience our course participants and guests have whilst at The Outward Bound Trust.

Our Aberdovey Centre is located in the Eryri National Park, just outside the village of Aberdovey. The centre can accommodate up to 180 young people at any one time plus guests.

**The job (in a nutshell)**

The Head Housekeeper reports to the Head of Hospitality.

The main purpose of this role is to ensure a clean, safe and welcoming environment for all our course participants, guests and staff at the centre.

Other duties include ordering and maintaining inventory of housekeeping supplies, overseeing the laundry and managing the housekeeping budget to keep costs under control.

This is a ‘hands-on’ role working alongside a team of five.

**Key responsibilities**

* Lead, supervise and train a committed and talented team of hospitality staff.
* Ensure all work is carried out to a high standard and procedures are adhered to.
* Complete appraisals for the housekeeping team
* Assist the Head of Hospitality in creating cleaning rotas
* Stock control of all housekeeping items including chemicals, equipment and laundry including, ordering new stock when required.
* Ensure all COSHH and Health & Safety regulations and procedures are followed
* Deputise for the Head of Hospitality when necessary.
* Report any defects to the facilities team.
* Be aware of responsibilities for personal Health & Safety and that of others.

Assist across other hospitality areas when required.

You may sometimes be required to undertake additional tasks as requested by your line manager.

**Who we’re looking for and your attributes**

We are looking for a natural team leader, someone who will undertake the work cheerfully and with enthusiasm, who is thorough and highly organised. The Head Housekeeper will be comfortable with managing a team and know how to get the best from them. They will take pride in housekeeping and cleaning, work effectively with others, and enjoy looking after our visitors and course participants.

* You’ll need to enjoy working as part of a team
* Have a friendly, enthusiastic ‘can do’ attitude and contribute to a positive work environment
* Be able to quickly troubleshoot any issues that arise and deal with the unexpected in a professional way
* Be energetic, with a level of fitness to be able to manage the physical demands of the job and site
* Be reliable and have good timekeeping
* Have good organisational skills
* Enjoy working in a busy environment
* Have good attention to detail
* Have an excellent approach to customer care
* Have great leadership skills
* Ability to relate to and communicate with all types of people

**Your knowledge, skills and experience**

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| --- | --- |
| Previous experience of leading a small team effectively.  | Essential |
| Knowledge of cleaning procedures | Essential |
| BICS cleaning certificate | Desirable  |
| Understanding of Health & Safety Procedures and Working Practices (COSSH, Risk Assessment, Manual Handling, Accident Reporting etc) | Desirable  |
| Understanding of stock control and budget achievement | Desirable  |
| Current First Aid at Work certificate | Desirable  |
| Able to delegate and manage achievement of tasks with others | Desirable  |
| Previous front of house experience and dealing with customers | Desirable  |
| Worked within similar or greater turnover/volume establishments | Desirable  |
| Use of computer based systems for stocktaking, invoice processing, etc. | Desirable |

Above all, you want to work for a young person charity bringing your experience, knowledge, and skills to the team and has zest to work in a busy, friendly, and professional environment.

**Working Hours**

37.5 hours a week. The shift pattern will predominantly be Monday – Friday, starting at 0700 and finishing at 1500 with an unpaid 30-minute lunch.

During busy periods you will work above your standard hours, but less than your standard hours during quieter times.

The centre is open all year round, except over the Christmas and New Year period.

**Benefits**

* Annual Leave of 24 days increasing by one day each year to a maximum of 30 days, plus bank holidays
* Life Assurance: 3 x salary, covered from start date; includes Employee Assistance helpline.
* 8 weeks’ sick pay at full salary in any 12 months
* Long-term Disability Insurance: 2/3 salary less state incapacity benefit after 6 months’ absence for up to 5 years, covered from start date
* Personal Accident Insurance while at work or commuting
* Employee assistance programme Unum: In the form of an app, with easy access to medical and mental health support. Ranging from instant GPs appointments to physio or counselling services.
* Health Cash Plan with Medicash: a taxable benefit
* Pension Scheme (currently Standard Life): Auto-enrolment of all staff after 3 months service.
* Berghaus uniform items provided. Also, opportunity to purchase Berghaus products at discount
* Discounted course fees for family members to attend Outward Bound Trust courses (after 12 months service)
* Cycle to Work scheme.

**Settling in period**

There is a three month settling in period from the employee’s start date.

**How to apply**

To apply for this job please send an email with your up to date CV and let us know why you are a good fit for this job description.

Please send to Dave Jenkins, Head of Hospitality: david.jenkins@outwardbound.org.uk.

If you have any queries regarding the information supplied or the recruitment process, or you would like an informal chat, please contact: david.jenkins@outwardbound.org.uk.

**Closing date**

09.00, Friday, 4 April 2025.

**Interviews:** will be held week commencing the 7 April 2025.

*The post is subject to an enhanced disclosure check by the Disclosure Barring Service, which The Trust administrates.*