

# Delivering care through collaboration

## NHS Golden Jubilee

Beardmore Street, Clydebank G81 4HX

Telephone: 0141 951 5000

[www.nhsgoldenjubilee.co.uk](http://www.nhsgoldenjubilee.co.uk)



Chair: Susan Douglas-Scott CBE

Chief Executive: Jann Gardner

Recruitment line: 0800 0283 666

Dear Candidate,

**POST: Hotel Housekeeper**

**HOURS: 37.5 hours per week**

**SALARY: £19,609 to £21,615 per week**

**CLOSING DATE: 8<sup>th</sup> December 2021**

NHS Golden Jubilee welcomes your enquiry in connection with the above post. Please find enclosed an information pack.

Should you wish to submit an application for the above post, please ensure you do so in advance of the closing date. Late applications will not be forwarded for short listing.

When providing referees on the application form, please be aware that we require a minimum of two references to cover at least **two years** of previous employment/training history. If there is insufficient space on the application form to list all of your referees, please provide on an additional page. Where possible, please provide us with e-mail addresses for contact. Additionally, you should note that as part of the pre-employment checks a PVG or Disclosure Scotland check will be completed. **It is an offence for barred individuals to apply for regulated work.**

Should you contact the recruitment team to discuss any queries regarding your application it is advisable that you retain the job reference number as you will be asked to quote this when you call.

In the meantime, I wish you success with your application and should you require any further information please do not hesitate to contact the recruitment team on the contact telephone number shown above.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'G Swinyard', written over a light blue horizontal line.

Gabriella Swinyard  
Senior Recruitment Advisor

## NHS Golden Jubilee

### General Information for Candidates

- This information package has been compiled to provide prospective candidates with details of the post and background information about NHS Golden Jubilee.
- The contents of this package are as follows:
  - Job Description/Person Specification
  - Terms and Conditions of Service
  - Information on Agenda for Change
- The Equal Opportunities Monitoring form which you will be requested to complete via our electronic application system is required for monitoring purposes only and will not be made available to the interview panel during any part of the recruitment process.
- NHS Golden Jubilee operates a No Smoking Policy on all Premises and Grounds and in shared vehicles.
- All offers of employment will be subject to the receipt of two year's satisfactory References, Occupational Health screening and Disclosure Scotland clearance. Please note that it is an offence under the act for barred individuals to apply for regulated work.
- Please submit your completed application through the Jobtrain Recruitment System to:  
**recruitment@gjnh.scot.nhs.uk**
- The shortlisting process will take place shortly after the closing date.
- As a Disability Confident Leader we recognise the contribution that all individuals can make to the organisation regardless of their abilities. As part of our ongoing commitment to extending employment opportunities all applicants who are disabled and who meet the minimum criteria expressed in the person specification will be guaranteed an interview.
- The organisation has introduced a set of shared values. These values will be measured during our Values Based Competency Interview. Our values are:
  - Valuing dignity and respect
  - A "can do" attitude
  - Leading commitment to quality
  - Understanding our responsibilities
  - Effectively working together

## Recruitment Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications/Training</b>	<ul style="list-style-type: none"> <li>SVQ Level 2</li> </ul>	<ul style="list-style-type: none"> <li>Previous training in use of cleaning equipment and chemicals</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Previous experience of working in a similar role within a four star hotel environment</li> </ul>	<ul style="list-style-type: none"> <li>Previous experience in the use of scrubbers, buffers, steam cleaners and vacuum cleaners</li> </ul>
<b>Skills/Knowledge</b>	<ul style="list-style-type: none"> <li>Literacy and numeracy</li> <li>Good communication skills</li> </ul>	
<b>Additional job requirements</b> <b>E.g. car driver, unsocial hours</b>	<ul style="list-style-type: none"> <li>Able to work unsocial hours/shift work 5 days over 7</li> <li>Ability to work in a physically demanding role</li> </ul>	
<b>Any other additional information</b>	<ul style="list-style-type: none"> <li>Ability to work well in a team</li> <li>Understanding of handling confidential information</li> </ul>	

**JOB DESCRIPTION –**

**1. JOB IDENTIFICATION**

**Job Title:** Housekeeper

**Department(s):** Housekeeping

**Job Holder Reference:**

**No of Job Holders:** 10

**2. JOB PURPOSE**

To ensure that guests receive a consistently high standard of service and cleanliness and that all bedrooms and guest areas are kept clean, fresh and welcoming.

**3. ORGANISATIONAL POSITION**

The post reports to the Housekeeping Manager and Housekeeping Supervisor. A housekeeping organisation chart is attached.

**4. SCOPE AND RANGE**

- Responsible for high standards of cleanliness in bedrooms
- Responsible for communicating with department manager and supervisor
- Responsible for checking linen supplies for rejects
- Responsible for the cleanliness of 18 bedrooms which are allocated daily

**5. MAIN DUTIES/RESPONSIBILITIES**

- To ensure that checkout and occupied rooms are cleaned and maintained to a four star standard
- To ensure that room presentation standards comply with company standard
- To ensure that service areas are kept clean, tidy and free of rubbish, as all hotel staff need access to these areas
- To ensure that corridors are kept clean, tidy and free from obstruction so that guests do not get a negative first impression of hotel

- To occasionally cover linen room shifts and carry out all related tasks, counting stock levels, ordering next day's stock requirements, counting chef wear so dirty for clean order can be placed
- To carry out pull outs when required:
  - bedroom furniture been taken out of room
  - wallpaper being washed down
  - all soft furnishings being washed and dried
  - all bathroom tiles being scrubbed with a scrubbing brush
- To ensure that trolleys are well maintained and stocked as per standard
- To be aware of the differing room set up and the standards between each set up
  - Twin rooms have two sets of towels in each room rather than one set which is standard for all other rooms
  - All king beds are turned down as a standard whereas all other beds are not
- To comply with hotel lost property procedures
- To comply with the housekeeping key control system, ensuring continuous security of all areas
- To be aware of all hotel facilities in order to assist guests with any requests
- To attend monthly 'update meetings' with the Head Housekeeper
- To ensure that storage and control of departmental supplies meet hotel standards
- Report any damage/incidents to hotel property are reported to the Housekeeping Manager/Supervisor or Duty Manager
- To ensure that the Housekeeping Manager or Supervisor are informed of any relevant information regarding to the Housekeeping Department
- To be continuously aware of and react to guest feedback, and facilitate improved guest service
- To attend and participate in all hotel meetings
- To accept other duties which will ensure the efficient running of the housekeeping department and hotel
- To comply with all department and hotel health and safety polices

## **6. SYSTEMS AND EQUIPMENT**

- Working knowledge of manufacturers' instructions for maintenance and handling of housekeeping:
  - Vacuum cleaners - operate and clean
  - Buffing machine - how to control machine and clean buffing pads
  - Rotawash machine - how to operate and clean after use
  - Washing machine - which setting for different bedding and duvets
  - Tumble dryer - which heat settings for different items
- Working to the hotel cleaning specifications
- Work with full knowledge of all department-cleaning chemicals such as multipurpose, instaclean and glass cleaner daily

## **7. DECISIONS AND JUDGEMENTS**

- Work is undertaken on own initiative with the need for supervision
- Make daily decisions and judgements relating to daily tasks such as if a guest places their 'please service' sign on door, then postholder must decide if this room takes priority over any other room which they have been allocated to clean
- Postholder must be able to exercise judgement when dealing with enquiries and resolving guest issues, but recognise when additional support is required
- Postholder must update housekeeping manager or supervisor on any stock ordering requirements

## **8. COMMUNICATIONS AND RELATIONSHIPS**

### **INTERNAL**

- The postholder is required to develop strong working relationships with housekeeping Manager or supervisor to ensure efficient supervision of day-to-day issues.
- Liaise with Housekeeping Manager, Housekeeping Supervisor and Housekeeping Linen Keeper

### **EXTERNAL**

- Hotel Guests and Conference delegates
- Occasional contact with Hospital patients

## **9. PHYSICAL DEMANDS OF THE JOB**

- The post holder needs to be fit and active
- Requirement to provide prompt resolution to guest requests or issues
- The post holder is required to stand and walk for long periods of time
- Requirement to provide prompt resolution to issues whilst working to tight deadlines

## **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

- Occasional prioritisation and re-prioritisation of workload
- Additional work added to tight work schedule due to department staff shortage
- Meeting deadlines for early guest arrivals
- Maintaining hotel high standards of cleanliness
- Working long periods of time, for example 10 days in a row before rest days
- Being constantly supervised throughout shift
- Being given correction list from supervisor for work, which has already been carried out but failing to meet 4 star standards
- Occasional contact with soiled or fouled linen

## **11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

- Previous housekeeping experience, preferably within a hotel environment
- Good organisational skills
- Good communication skills
- Attention to detail
- Proactive and able to work on own initiative

## **12. JOB DESCRIPTION AGREEMENT**

A separate job description will need to be signed off by each jobholder to whom the job description applies.

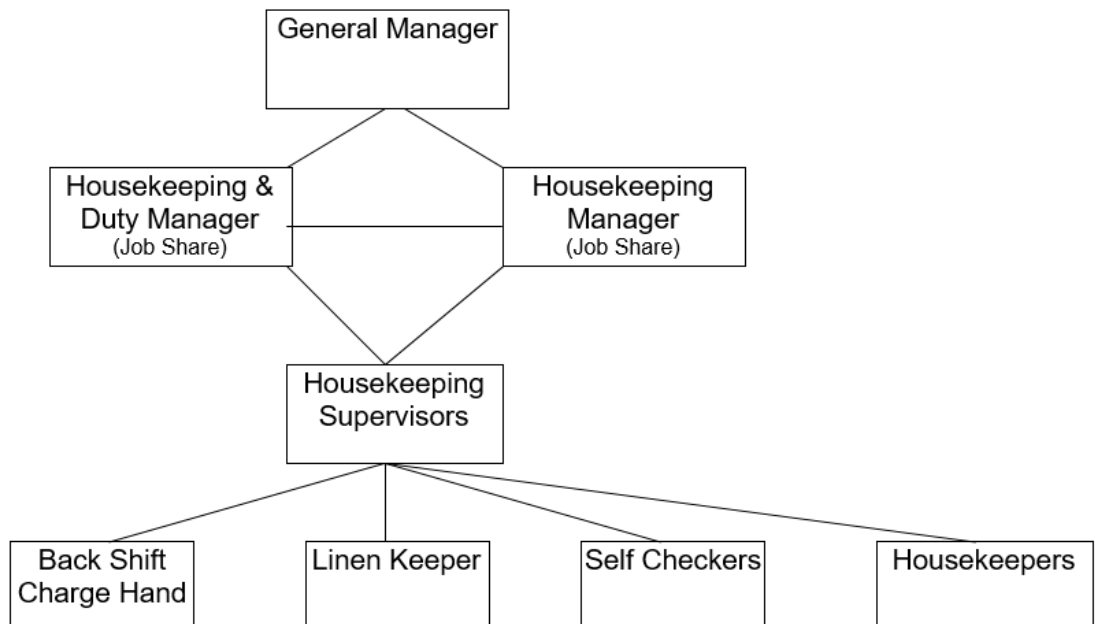
**Job Holder's Signature:**

**Head of Department Signature:**

**Date:**

**Date:**

# HOUSEKEEPING ORGANISATION CHART





NHS Golden Jubilee  
**Terms and Conditions of Service**

The terms and conditions applicable to this post are those of all NHS Scotland Employees.

**1. Superannuation**

You have the option to join the NHS Superannuation Scheme, to participate in the State Earnings Related Pension Scheme or to take out a Personal Pension.

Employees contributions to the NHS Scheme range from 5.2% to 14.7% of salary (depending on rate of Pensionable Pay) and the employers' contribution equates to 13.5% of salary. Employees in the NHS Scheme are "Contracted-out" of the State Earnings Related Pension Scheme and pay a lower rate of National Insurance contributions. Employees who choose to participate in the State Earnings Related Pension Scheme pay the higher rate of National Insurance contribution. A Stakeholder Pension is also available.

**2. Salary**

£19,609 to £21,615 per annum (pro rata)

**3. Grade**

This post is offered at Band 2

**4. Annual Leave**

The annual leave entitlement in a full year commencing 1st April to 31st March is 27 days, rising to 29 days after 5 years' service and 33 days after 10 years' service. There are 8 Statutory and Public Holidays in each leave year. (Pro rata where applicable)

**5. Hours of Duty**

37.5 hours per week

**6. Tenure of Employment**

This post is offered on a Permanent basis

**7. Asylum and Immigration Act 1996**

Under the Asylum and Immigration Act 1996, we are required to carry out checks to ensure that all prospective employees are entitled to live and work in the United Kingdom. You will therefore be asked to provide appropriate documentation prior to any appointment being made.

## **NHS Golden Jubilee Benefits**

### **NHS Superannuation scheme:**

New entrants to NHS Golden Jubilee who are aged sixteen but under seventy-five will be enrolled automatically into membership of the NHS Pension Scheme. Employee contributions vary from 5.2% to 14.7% depending on annual pensionable pay. Benefits include a lump sum and pension when you retire, life assurance of 2 years' pay - while you are working, pension and allowances for your spouse and children in the event of your death, and benefits for ill-health retirement.

Our pension scheme is provided by Scottish Public Pensions Agency. This scheme is a qualifying pension scheme, which means it meets or exceeds the government's new standards. All benefits including life insurance and family benefits are explained on the SPPA website <http://www.sppa.gov.uk/>

### **Annual leave entitlement (including public holidays):**

35 days' annual leave on appointment

37 days' annual leave after 5 years

41 days' annual leave after 10 years

### **Free car parking**

### **Continuing professional development opportunities**

#### **Discounts at the Golden Jubilee Conference Hotel**

- **Leisure Club membership** – Get fit and healthy at the Centre for Health and Wellbeing with a discounted membership rate of £25 per month.
- **Discounted Room Rates** - Rooms rates discounted subject to specific conditions
- **Discounted Dining** - 20% off food and beverage when dining in the hotel.
- **Golden Bistro (Hospital Restaurant)** - Discounted food in our award winning hospital restaurant.

### **NHS Staff Benefits**

As a staff member in NHS Golden Jubilee, you will have access to a wide variety of offers and discounts from local and national businesses using your NHS ID badge. For more information and to view these discounts, visit [www.nhsstaffbenefits.co.uk](http://www.nhsstaffbenefits.co.uk) - new offers are added on a weekly basis.