

JOB DESCRIPTION

Title	Housekeeper
Based at	Hotel Give
Reports to	Housekeeping Leader
Works with (internal)	Housekeeping Supervisors The Kind Foundation Management team Maintenance Team Night Managers
Works with (external)	Guests, members, programme participants and facility users Contractors and suppliers
Hours	Hotel Give is a 365/24/7 business; the housekeepers/cleaners must be prepared to work shifts, including evenings, weekends and public holidays as required by the roster.
Mission	Making a difference every day
Job Purpose	To clean rooms and public areas to ensure a high level of service to external and internal customers in a manner which reflects The Kind Foundation core values.

Overview of Hotel Give

Hotel Give is owned and operated by The Kind Foundation. It is located in central Christchurch and is open to a wide range of guests, including family, community and school groups. Fully refurbished in 2021, and boasting a range of accommodation options including self-contained apartments, executive studios, deluxe ensuite rooms, classic single or double rooms, and dormitory rooms. Conference and function facilities are also provided.

Hotel Give is a social enterprise that is expected to generate income to support other The Kind Foundation programmes and services.

Key Tasks

Key Responsibilities & Accountabilities		Dimension/Area/Scope/Scale Indicators
1	Cleaning all guest rooms, bathrooms and shared facilities to the hotel's high standards within the allocated time	Daily
2	The maintenance of all appropriate records and documentation relating to the service	As required; accurate and complete
3	Reporting any maintenance issues or concerns to Housekeeping Leader	Daily or sooner depending on urgency
4	Follow correct procedures for all lost and found property items.	Daily
5	Cleaning of areas in the wider Kind Foundation facilities	As required

Key Competencies

- Knowledge of customer service principles and practices
- Works co-operatively to help achieve agreed objectives
- Communicates effectively to encourage good working relationships with staff and customers/guests (including young people)
- Able to manage workload effectively to agreed levels of performance
- Able to deliver the service to agreed standards, through effective use of resources
- Organised and efficient; able to plan effectively
- Attentive to detail
- Self-motivated and able to use initiative
- Ability to work within the principles of the Treaty of Waitangi and Kind Foundation core values

Other

- Clean police record required
- We are open seven days a week and you must be available to work weekends and public holidays

Job Pathways

Sideways	Other Front of House Roles and Back of House Roles within Hotel Give and the Food & Beverage Department
Outwards	Front of House Roles in other departments within the organisation
Upwards	Housekeeping Team Leader

The Kind Foundation Statement on Child Protection

The Kind Foundation is committed to providing a Child Safe environment for all children who come into contact with us.

The Kind Foundation Statement on Career Development

- The Kind Foundation tries wherever possible to allow staff to develop their skills in a planned way which allows them to progress to other roles if they aspire to. This could be within the department they work or more broadly to other The Kind Foundation departments.
- Performance reviews which include planning personal development occur at least once a year, but should be an ongoing conversation between staff and their direct report.
- A leadership development programme for those in leadership roles or with leadership potential is available via application to the CEO, upon invitation.

Employee Signature

Date