



**Recruitment pack – Housekeeping Team
member**

Rooting for people, plants and place

Welcome to the Palm House

We are delighted that you are considering applying for a role with Sefton Park Preservation Trust. We are a charity that is responsible for the management and operation of Liverpool's much loved and iconic Palm House in Liverpool's Sefton Park. We work with our key partner Liverpool City Council, the owner of the building, to maintain and look after the beautiful building and plants from Liverpool's Botanic Collection.

Our organisational values are collaborative, community, inclusive, quality and sustainable. These values guide our work as a team and with our visitors, communities and clients alongside our mission statement of "rooting for people, plants and place. Our key strategic aims are to:

- Improve the wellbeing of local residents
- Build understanding of the value of plants
- Provide opportunities for skills development
- Support pride in place
- Improve inclusion and representation of local diverse communities
- Sustain and diversify income.

Alongside our community and public programmes, the Trust raises its own income through private hires, a cafe and kiosk offer, donations and grants. All of the income we raise funds the Trust.

We hope you will find the information in this pack useful, but if you need any other information about the role then please don't hesitate to contact

rebecca.woodham@palmhouse.org.uk

We look forward to receiving your application.

Best wishes,

Kate Johnson

CEO

Housekeeping & Portering Assistant

Job Role:	Housekeeping & Portering Assistant
Team:	Housekeeping
Reports to:	Housekeeping Supervisor
Salary:	£12 per hour
Working hours:	19 hours a week (excluding breaks) *
Contract:	Permanent
Place of work:	Sefton Park Palm House, Mossley Hill Drive, L17
Closing date:	13 th November 24
Interview date:	wk. of the 18th of November 24

**The role involves estimate 15 hours per week in housekeeping, plus additional 4 hours when needed in event portering, this schedule in total consists of 19hrs over 5 shifts spread across weekdays and weekends.*

Job purpose

The presentation of Sefton Park Palm House (SPPH) is critical to the quality of service we deliver for our visitors and guests – we rely on our Housekeeping Team to keep things looking clean and tidy so everyone can enjoy the building and grounds to the fullest.

You'll predominantly be working with the Housekeeping Supervisor, supporting us to maintain the highest level of housekeeping both inside and within the grounds. Shifts will largely be during the morning, when we're closed to the public, but will also include day and evening shifts to accommodate our busier events. You may also be asked to support our events set-up and food functions.

What you will be doing – key responsibilities

- Completing our daily and weekly housekeeping checklists, including the cleaning of toilets and staff areas.
- Handling cleaning machines, including a cordless scrubber dryer floor cleaner (with all training provided by SPPH).
- Setting up furniture (tables and chairs) for events and functions
- Contribute to excellent standards of visitor care through cleaning and maintenance of furniture and equipment
- Communicating effectively with duty managers, event managers and other colleagues to ensure successful event delivery and visitor experience
- Ensuring the public and back-of-house areas are well-maintained for both aesthetics and safety.
- Ensure equipment and furniture is put away tidily and safely
- Maintain storage areas in good order
- Contribute to excellent visitor care

You will also be expected to:

- Engage in essential and regular training and development in support of the role
- Follow the policies and procedures detailed in our employee handbook and apply them to your work e.g. safeguarding and health and safety
- Supporting the organisation's commitment to Diversity, Equity and Inclusion and promoting non-discriminatory practices in all your work.
- Undertake other reasonable duties from time to time.

Person Specification:

Essential:

- Manual handling ability: Comfortable and capable in executing various manual tasks in a public venue in a safe and controlled manner.
- Strong communication skills: ability to communicate effectively and listen
- Teamwork: Ability to work effectively across teams and with diverse individuals, both internally and externally.
- Self-motivated: able to work to own initiative with minimal direct supervision
- Positive and enthusiastic attitude: A flexible approach to delivering and adapting in the role.
- Commitment to diversity and inclusion
- Attention to detail and commitment to high standards in work
- Enthusiasm for the Palm House and its work

Desirable

(Although training will be given)

- First Aid at Work qualification.
- Manual handling qualification

Benefits

- 25 days (pro-rata) plus bank holidays annual leave per year, increasing to 27 days (pro-rata) plus bank holidays after 3 years of service
- A wellbeing day
- After your 3-month probationary period, sick leave will be paid at 2 weeks full pay followed by 2 weeks half-pay, increasing to 4 weeks full pay followed by 4 weeks half-pay, after 3 years of service.
- Access to a free employee assistance scheme through our HR provider

- 30% discount off Sefton Park Palm House merchandise (with some exceptions), food and drinks
- Cycle to work scheme

How to apply

Please submit your application form, covering letter and Equalities Monitoring Form to colette.roberts@palmhouse.org.uk by Monday 13th November 2024

Shortlisted candidates will be contacted for an interview with the Housekeeping Supervisor and Head of Operation's.