



Recruitment pack – Housekeeping Supervisor

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 Palm House 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
casey.burgess@palmhouse.org.uk

We look forward to receiving your application.

Best wishes,

Kate Johnson

CEO

Housekeeping Supervisor

Job Role:	Housekeeping Supervisor
Team:	Housekeeping
Reports to:	Head of Operations
Salary:	£14.11 per hour
Working hours:	16 – 20 hours a week (excluding breaks) *
Contract:	Permanent
Place of work:	Sefton Park Palm House, Mossley Hill Drive, L17
Closing date:	29 th August 2025

**The role involves this schedule in total consists of 16 - 20hrs over 5 shifts spread across weekdays and weekends. These are largely morning shifts starting at 7am in line with cleaning schedules.*

Job purpose

The Housekeeping Supervisor is an important role within the Sefton Park Palm House (SPPH) team, responsible for overseeing our Housekeeping team. The postholder will report directly to the Visitor Experience Manager, ensuring a high standard of presentation and day-to-day cleanliness both inside and outside the Palm House and its grounds. Their meticulous attention to detail will showcase the beauty of the building at its best.

What you will be doing – key responsibilities

- Planning the work of the housekeeping team through daily and weekly housekeeping checklists.
- Planning a cycle of deep cleans to ensure standards are maintained
- Supervising the work of the housekeeping team ensuring that standards are understood and maintained
- Undertake cleaning tasks in line with the checklists, including cleaning of toilets and staff areas
- Working on staffing rotas and ensuring sufficient staffing levels
- Ordering and managing supplies of cleaning materials and maintaining an inventory
- Ensuring all cleaning machines, including a cordless scrubber dryer floor cleaner, are in correct and clean working order (with all training provided by SPPH).
- Ensuring all COSHH standards are met, and Risk assessments for the products are reviewed periodically for this department.
- Contribute to excellent standards of visitor care through cleaning and maintenance of furniture and equipment.
- Communicating effectively with 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
- Responsible for maintaining storage areas in good order
- Support the Head of Operations in assessing risk and ensure the team adheres to risk assessments and method statements
- Contribute and ensure that the team are providing excellent visitor care
- Undertake fire marshal duties.

You will also be expected to:

- Engage in essential and regular training and development in support of the role, ensure the Housekeeping team is up to date on all mandatory training required in their roles including all COSHH training.
- 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.
- Work alongside other departments to ensure that good hygiene working elements are consistent across all areas of the PH

Person Specification:

Essential:

- Previous experience of supervising or line management
- Cleaning or housekeeping experience
- 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
- 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)

- Experience of cleaning in a visitor or customer facing operation
- COSHH experience or training
- 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 and Equalities Monitoring Form to colette.roberts@palmhouse.org.uk by 29th August 2025

Shortlisted candidates will be contacted for an interview.