

**We need  
people  
who are  
great with  
people.**



# **Applicant Information Pack**

## **Facilities Housekeeper x 2**



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# Hello, it's you we're looking for.

We're Scouts and everyone's welcome here - all genders, races and backgrounds. We give over 400,000 4–25-year-olds the skills they need for school, college, university, the job interview: the skills they need for life.

Right across the UK, we're helping young people gain skills for life and find their place in the world. We help them speak up, play their part and shine bright. Scouts is the place to be yourself and find yourself.

These are young people who are not afraid to stand up for what they believe in, to do the right thing and think of others before themselves.

At a time when communities sometimes feel divided, Scouts brings people together. We're building stronger communities and contributing to a stronger society. All this is made possible by the generosity of our adult volunteers.

Now's a challenging time for us all, but Scouts has never been more important - giving young people purpose, hope, and a place to belong. With the launch of Squirrels for 4–6-year-olds, and opening more units in even more areas of deprivation, we're making more of a difference than ever.

Visit the Scouts online [here](#) for more on our values and [#SkillsforLife](#) strategy.



Carl Hankinson, UK Chief Volunteer



Mark Hislop, Interim Chief Executive

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Chief Scout, Dwayne Fields, Polar Explorer & TV Presenter (second from left) with celebrity chef Levi Roots (third from left) with our Scouts at 10 Downing Street, London UK

# You'll be helping change young people's lives. But what else is there for you?

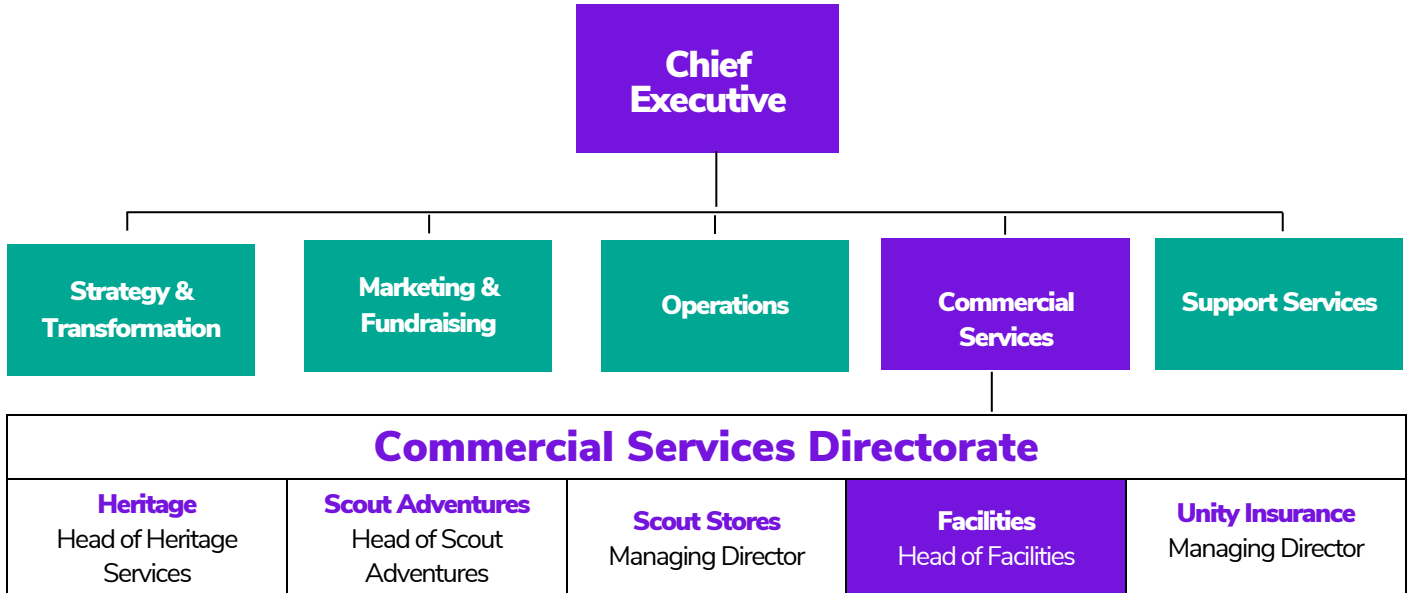
- Work in a way that suits you, your role and your department
- Be proud to say you're part of a team with [Investors in People \(Gold\)](#)
- Plenty of opportunity for learning and development
- 28 days holiday a year, plus bank holidays rising to 32 days after two years, (and we don't insist you go camping).
- Four extra days to look after your family when they need you
- Three extra days over Christmas (that's our gift to you)
- When you're at the office, you'll be surrounded by 100 acres of beautiful woodland (that means lovely lunchtime walks)
- Be part of a team that believes having fun's important too, with team days, charity days and our new interactive Scout-themed collaboration hub (think tents!) creating a great informal environment for meeting and working – this'll be opening soon

## Want to know more?

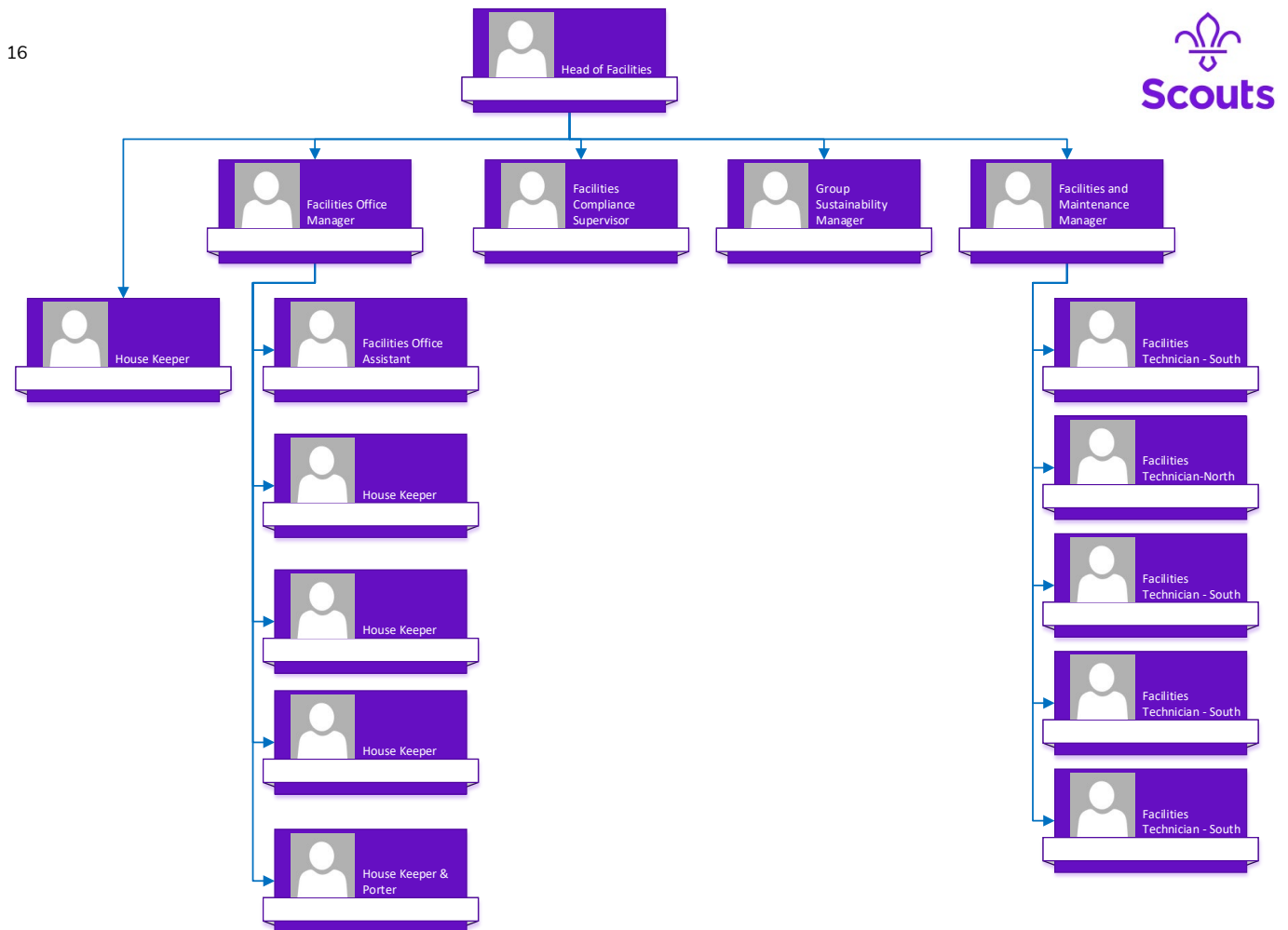
Check out our [benefits page](#)

# How we're structured

Our UK headquarters is based at Gilwell Park, Chingford, London, and is divided into five directorates:



## Facilities Team Structure:



# We're the Facilities Team.

## We're doing well, but you can help us do better.

The successful candidate will join and expand an experienced and fast-paced Facilities Team at an exciting time for the Scout Association. The requirement for a housekeeper has arisen and this could be you. Join our experienced team bursting with team spirit and strong work ethic to help provide all necessary services to run our headquarter operation.

Every day will provide an opportunity to make change and better our services through the effective use of your skills. We will encourage and work with you to challenge and stretch yourself to enhance your career and develop with us. You will be given freedom and flexibility within your role to do your job, we encourage you to reach your full potential and show us how your training and experience can be applied within our team. Does this sound like it is right for you? Apply and join our team.

Be part of a pivotal point in our team to provide the best environment for all people using our facilities.

Claire Brancher  
Facilities Office Manager





# About the role

<b>Responsible to:</b>	Facilities Housekeeping Manager
<b>Department:</b>	Facilities
<b>Base Location:</b>	Gilwell Park, Chingford, London, E4 7QW
<b>Term:</b>	Permanent
<b>Salary:</b>	£14,147 per annum – Band A, Level 3 inclusive of Outer London Weighting and Market Supplement (pro rata £24,084, Band A, Level 3, inclusive of Outer London Weighting & Market Supplement)
<b>Hours:</b>	20 hours per week
<b>DBS:</b>	Basic

## What's expected?

We are looking for a strong communicator to join the existing housekeeping team to ensure our facilities are kept to the highest standards. A friendly smile is always a bonus! Attention to detail shouldn't just be your middle name it's your whole name! Your commitment to cleanliness and organisation should be unparalleled. You should have availability to work flexible shifts from 7am- 6pm, including weekends. After all, cleanliness never takes a day off! Safety should be at the forefront of your decision making whilst. You will have high standard with an eagle eye attention to detail.

## Key accountabilities

- Servicing of bedrooms, duties include but not limited to replacing bedding, dusting, sweeping, vacuuming, mopping, emptying bins, sanitising surfaces, cleaning of bathrooms to a high standard
- Carry out regular cleaning tasks of communal areas, toilets, kitchens and meeting spaces
- Support with event set up and running – including weekend work
- Perform and document routine inspections ensuring any issues get highlighted
- Complete the laundry on a daily basis
- Keep designated areas stocked and supplied, including mixing of cleaning chemicals, refreshing kitchens and vending machine
- Carry out routine inspection of hotel and meeting spaces to ensure they are fit for purpose
- Tackle heavy cleaning jobs and deep cleans upon request
- Act as a Fire Marshall and First Aider

- Any other reasonable duties as required to support the team

# About you

## Skills and abilities

- Logical thinker with excellent attention to detail
- Ability to self-prioritise, identify and complete needed tasks without direct supervision
- Comfortable working both independently and as part of a team, with the ability to take initiative when needed.
- Ability to follow procedure and complete all work to a high standard
- Physically fit and able to carry cleaning equipment and supplies as required for the role
- Ideally holds a full driving licence due to the varied working hours and locations.

## Knowledge, experience and qualifications

- At least two years of experience in completing cleaning or housekeeping tasks in a professional setting.
- Strong understanding of health and safety regulations relevant to cleaning and housekeeping.
- Current certification in First Aid and Fire Marshall training, or a willingness to complete the necessary training.
- Ability to perform simple computer tasks, such as sending emails, typing documents in Microsoft Word, and adding jobs to a job reporting system (training will be provided for the system).
- Understanding and commitment to high standards of cleanliness and organisation.

## Personal qualities

- Works well under pressure
- Good time management
- Able to communicate clearly and confidently with colleagues, supervisors, and clients.
- Takes pride in delivering high-quality work with a strong commitment to supporting the team.
- Thinks outside the box and is open to finding innovative ways to complete tasks efficiently.
- Willing to assist others and contribute to a positive working environment.
- Capable of staying focused and driven, even with minimal supervision.
- Manages time effectively to ensure tasks are completed on schedule



# How to apply

Before making an application, please make sure that you've read the [Recruitment and Selection Policy](#).

Please apply via [our jobs page](#) by 12 noon on Friday 15<sup>th</sup> November 2024

To help us monitor the application of our [Equality, Diversity & Inclusion Policy](#), we'd be grateful if you'd also complete the Recruitment Monitoring questions on the Application Form.

Interviews will be held on Wednesday 4<sup>th</sup> December at Gilwell Park, Chingford, London, E4 7QW

If you'd like to find out more to see if this role suits you, we'd be very happy to have an informal chat; please contact [claire.brancher@scouts.org.uk](mailto:claire.brancher@scouts.org.uk) to set up a call or virtual meeting.

