

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



Applicant Information Pack

Facilities Housekeeping Manager



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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

'At a time when communities sometimes feel divided, Scouts brings people together. We're building stronger communities and contributing to a stronger society.'

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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?

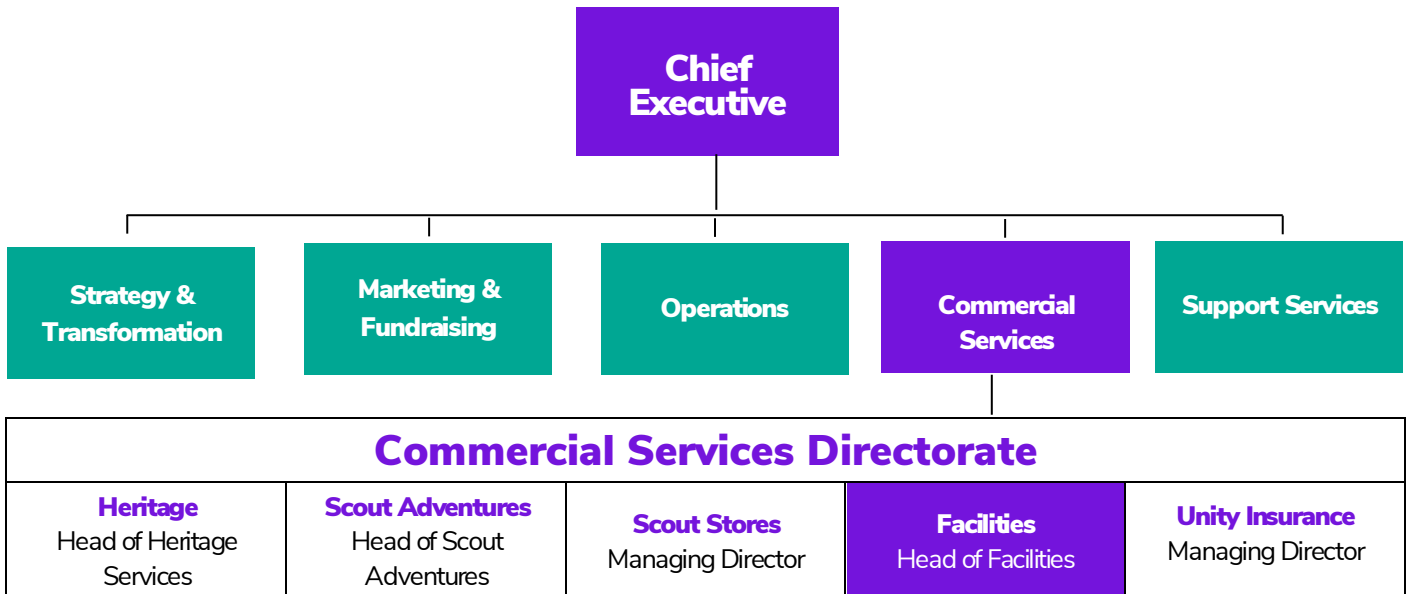
- Work in a way that suits you, your role and your department
- Be proud to say you're part of a team with [Investors in People \(Gold\)](#)
- Plenty of opportunity for learning and development
- 28 days holiday a year, plus bank holidays rising to 32 days after two years, (and we don't insist you go 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?

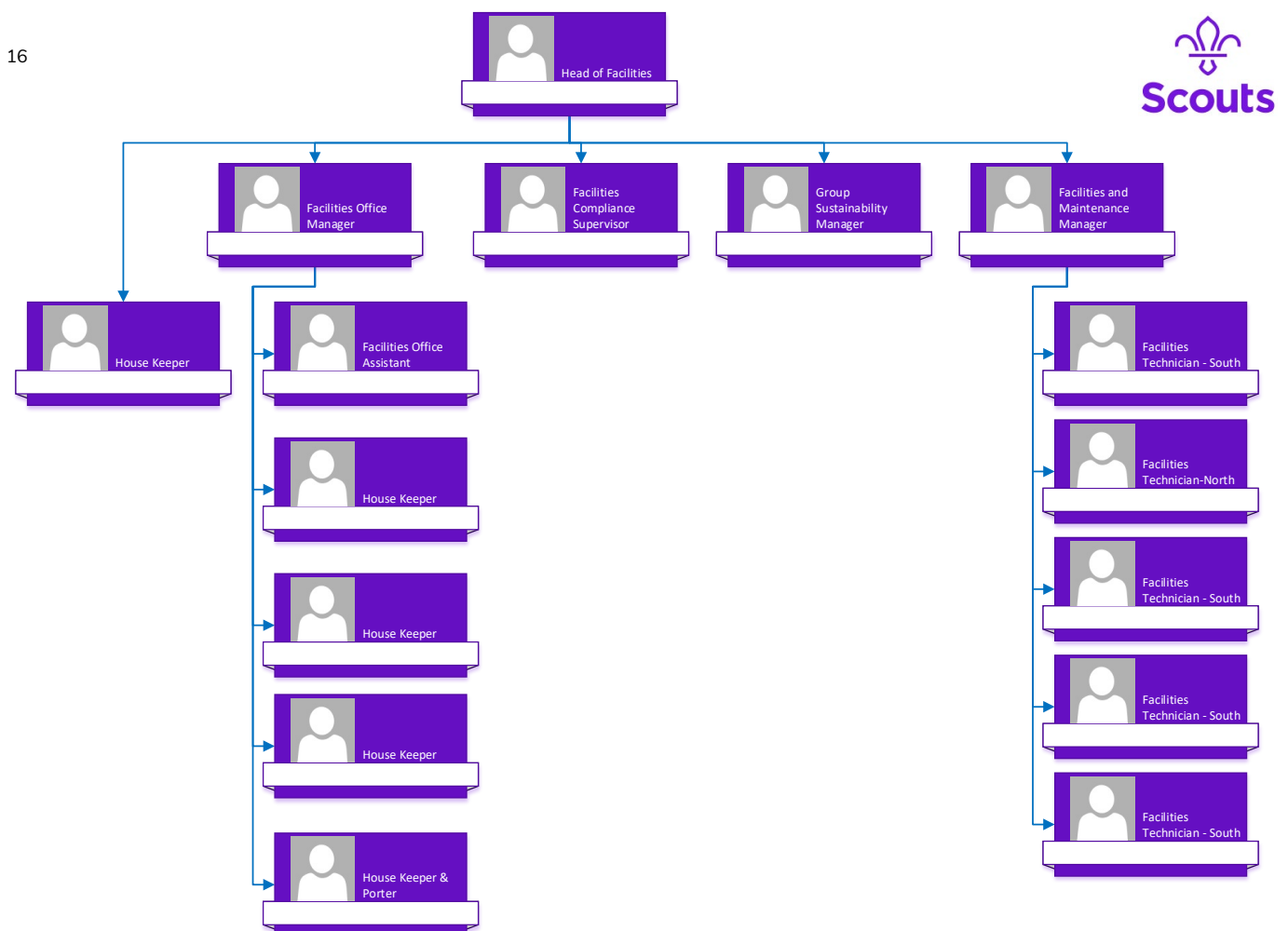
Check out our [benefits page](#)

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 housekeeping manager 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. You will have the full support of The Facilities Management team to drive continuous improvement and build on the good work already completed.

Every day will provide an opportunity to lead and motivate the team to make change and better our services through the effective use of your knowledge and 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

Responsible to:	Facilities Office Manager
Department:	Facilities
Base Location:	Gilwell Park, Chingford, London, E4 7QW
Term:	Permanent
Salary:	£27,445 per annum Band C, Level 3 – Inclusive of outer London Weightning
Hours:	35 hours per week
Line Management Responsibility:	6 x Facilities Housekeepers
DBS:	Basic

What's expected?

We are looking for a strong communicator to coordinate the team, guests, and other departments to inspire, energise, lead and motivate. 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! You should be technologically savvy. Computer systems will be your trusty sidekick in streamline services to improve efficiency. 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

- Work alongside the housekeeping team as a hands-on manager, you will lead by example across a busy 7 day a week operation, therefore the role will include completing housekeeping duties and some weekend working.
- Be the guru of cleanliness, overseeing the day-to-day admin and people management of our housekeeping department and ensuring our facilities are spick and span and ready for use.
- Strong Communication skill with the ability to inspire, energise, lead and motivate our incredible housekeeping team, guiding them to deliver top-notch service and maintain our high cleanliness standards.

- Show off your eagle-eyed attention to detail by conducting thorough inspections to ensure all areas are squeaky clean and hazard free.
- Support with set up's, the running and clear down of events
- Collaborate with other departments like the maintenance and office teams to tackle any cleanliness challenges and keep our operations running smoothly.
- Get your organisational skills on point by managing cleaning supplies and equipment inventory, making sure we have everything we need to shine bright.
- Embrace your inner trendsetter and stay up to date with the latest cleaning techniques, products, and technologies. Bring the best practices to our team and keep us ahead of the game.
- Ensuring there is a safety-first culture by ensuring relevant pieces of legislation are followed are always adhered too, and that Risk assessment and training are up to date.
- 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 and manage workload
- A team player but also able to work on own initiative
- Ability to communicate with stakeholder on all levels
- Ability to follow procedure and complete all work to a high standard
- Physically fit and able to carry cleaning equipment as required
- Ideally holds a fully driving licence due to the varied working hours

Knowledge, experience and qualifications

- Understanding and experience in completing multi-disciplined office tasks
- Current First Aid Qualification and fire Marshall training, or willingness to train
- Excellent working knowledge of systems such as Microsoft programs, Finance program, Booking & Rota programs
- Previous proven experience working in a housekeeping manager or supervisory role

Personal qualities

- Excellent communicator both written and verbally
- Hard worker who takes pride in their work with a commitment to deliver quality support
- Able think outside the box and think of news ways to complete tasks
- Willingness to help others
- Self-motivator
- Works well under pressure
- Good time management

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 15th 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 Thursday 28th November 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 to set up a call or virtual meeting.

