

|  |
| --- |
| **Job Description & Person Specification** |

|  |
| --- |
| **Position Details** |
| **Position:** Housekeeping Operative | **Department:**  Housekeeping | **Reporting To**: Housekeeping Team Leader |
| **Overall Objective:** to assist the Housekeeping Team Leader and Manager with maintaining a high standard of service at the King Power Stadium and Belvoir Drive Training Ground Facility; assuring the highest degree of cleaning and customer care is delivered at all times.  |
| **Job Description** |
| Main Objectives* *Ensure a high degree of cleanliness is maintained in the stadium bowl, seating sections, concourses, executive suites, stairs/corridors/entrances, function rooms, car parks, external perimeter and Training Ground facility with the key aim of enhancing customer experience.*
* *Promote the maintenance of a safe environment, advising the Housekeeping Team Leader/Manager of any abnormalities which may arise within the department.*

* *Comply with Health & Safety requirements,* carrying out all responsibilities with due regard to the Club values and policies and procedures, in particular Health & Safety, Equality and Diversity, Confidentiality and with regard to the Data Protection Act.

**Summary of Duties*** *Carry out general cleaning duties including mopping, sweeping, dusting, polishing, vacuuming, emptying bins and removing waste along with any other duties requested by Operations/Housekeeping management.*
* *Attend training seminars which the Club may provide to ensure maintenance of a safe environment in the workplace.*

The above Job Description is not intended to be exhaustive; the duties and responsibilities may therefore vary over time according to the changing needs of the Club.  |
| **Person Specification** |
| **Essential** * *Previous Housekeeping experience, demonstrating the ability to observe high levels of standards and customer service whilst operating to a high degree of safety.*
* Excellent Cleaning skills with excellent accuracy and attention to detail.
* *Good attendance/Punctual.*
* *An organized and calm approach to tasks.*
* *Be adaptable in order to deal with a variety of situations.*
* *Maintain a clean and tidy appearance.*
* *Ability to meet stringent deadlines.*
* Demonstrates honesty, integrity, reliability and the ability to ensure confidentiality at all times.
* Excellent communication skills: able to communicate to the highest level, listens, interprets and conveys information in a clear and accurate manner, provides timely delivery of information and selects the most appropriate method of communication.
* Teamwork: works within a team environment, co-operates with others, considers the needs of others and helps others to achieve objectives.
* Taking ownership: able to work autonomously on own initiative, pro-active in managing one’s own time, building an understanding of the internal and external environment in order to deliver work in a highly effective and professional manner.
* A flexible ability to work 5 over 7 days a week, including the requirement of working match days, events, weekends, and evenings as and when required.

**Desirable** * A full clean driving license.
 |
| **Role Requirements**  |
| * To be able to work on matchday weekends and evenings, including Public Holidays
* To comply and promote the Club’s policies and procedures to include Safeguarding, Equality & Diversity and GDPR compliance
* Understanding of the governance, security and cyber security requirements including areas such as General Data Protection Regulations (GDPR)
* To undertake required training including mandatory Club Equality and Diversity, Health and Safety and Safeguarding Induction.
 |
| *This Job Description may be changed and amended from time to time at the discretion of the Club.**Leicester City Football Club is an inclusive employer and will provide equality and fairness for all employees. Leicester City Football Club opposes all forms of unlawful and unfair discrimination. Please refer to our Equality and Diversity Policy for further information.*Employee Signature Date \_\_\_\_\_\_\_\_\_\_\_ Manager Signature Date \_\_\_\_\_\_\_\_\_\_\_  |