



Work with us

# Housekeeper

Recruitment Pack







## Welcome to Compass

We are delighted that you have taken the first step to joining the team here at Compass Christian Centre, Glenshee.

Our vision is to be at the forefront of Christian Outreach in Scotland, and our aim is to share the love of Jesus Christ in the atmosphere of a caring home while providing opportunities for the enjoyment of outdoor activities.

We are the oldest established Christian Outdoor Centre in Scotland and in 2017 we celebrated our 50th anniversary! Our converted hunting lodge sleeps over 60 guests and each year we welcome more than 1600 young people under the age of 16 years through our doors. We work with schools from Aberdeen, Angus, Dundee, and Perth & Kinross Councils as well as dozens of Church and Youth Groups from all over Scotland. We have some really exciting activities for our guests including water based activities and an aerial ropes course, the Stanley Nairne Skytrail.

If you join the Team here, you will be an enthusiastic team player with excellent customer service skills and have a desire to provide an outstanding quality of service to our guests. Our Staff Team work across departments, so you will be highly organised and be able to lead and motivate a team of about 10 people in conjunction with other heads of departments.

This is a residential post and a permanent position, initially for one year, with a probationary period of three months.

For this post, it is important that you are committed to Compass Christian Centre's ethos, working principles and vision and are able to demonstrate this through your commitment and motivation. Appointment to the team will be subject to 2 suitable references and a satisfactory PVG Scheme Disclosure.

This pack contains a job description, person specification and terms of employment. Please read through everything carefully and if you feel this is for you and you would like to apply, send your completed application form to Robyn - you'll find all our contact details on the back page.

In the meantime, please be assured of our prayers as you consider and pray about whether this is God's move for you.

*Nigel Johnston*





## JOB DESCRIPTION

|                        |                                                                                                                       |
|------------------------|-----------------------------------------------------------------------------------------------------------------------|
| <b>JOB TITLE:</b>      | Housekeeper                                                                                                           |
| <b>CONTRACT TERM:</b>  | 1 year minimum / Full time                                                                                            |
| <b>RESPONSIBLE TO:</b> | Centre Manager                                                                                                        |
| <b>PURPOSE:</b>        | To support the vision and aim of Compass Christian Centre by providing an outstanding level of service to our guests. |

It is an occupational requirement that the post holder is a practicing Christian, under part 1 of Schedule 9 of the Equality Act 2010. This means that you have a personal faith in Jesus Christ as Saviour and Lord and that you believe the Bible to be trustworthy and the highest authority for faith and life. It is important that you are committed to Compass Christian Centre's ethos, working principles and vision and are able to demonstrate this through your commitment and motivation.

The Centre is an intentional community and it is a requirement of this role that the candidate takes an active role in this community. This includes: living on site in staff accommodation provided, which is for a single person; taking part in daily staff devotions; undertake professional development as required.

The successful applicant will be required to become a member of the Protection of Vulnerable Groups (Scotland) Scheme.

### PREVIOUS EXPERIENCE:

You will have previous experience of housekeeping, preferably in a leadership role although this is not essential. You will be an excellent team player and have the ability to organise and motivate a team.

The ability to plan ahead is essential along with some experience of the ordering and safe storage of commercial cleaning materials. You will have an eye for detail and set and maintain the highest of standards whilst creating a homely environment. Experience of catering for large numbers would be useful.

Experience is more important than formal qualifications.





**Continued**

**KEY ELEMENTS:**

**Housekeeper:**

***Ensure that all guest and public areas, offices and staff rooms within the Main House and the Coach House are kept clean and tidy to a standard of excellence.***

- \* Supervise and participate in the work of the Staff Team in your department, ensuring that the quality of workmanship matches Centre policy
- \* Manage the maintenance of guest and public areas ensuring that all repairs are dealt with in a timely manner
- \* Seek to constantly improve all guest and public areas in conjunction with the Centre Manager, preparing cost and benefit justification in support of proposals
- \* Ensure the quality of furnishings are kept to standard, replacing as the budget allows in conjunction with the Centre Manager
- \* Stock control and ordering of all cleaning materials

**Staff Management:**

***Recruit, train, motivate and discipline Staff Team members***

- \* Train staff to comply with Compass procedures throughout the Guest Services department - it is essential that this is a 'hands on' process and that a programme of induction and continuous training is devised, implemented and recorded
- \* In conjunction with the Senior Team, ensure that Staff Team members receive any necessary training from other departments eg fire procedures, health & safety, child protection, office induction
- \* Ensure that Staff Team members are qualified in Basic Food Hygiene within 6 weeks of employment

**Senior Team:**

***Contribute to the effective running of the Centre***

- \* Report to senior personnel on a weekly basis
- \* Provide an example of Christian conduct as a role model to staff
- \* Actively and positively contribute to the management team through reviewing ongoing policies and practices relevant to your department
- \* Work within the organisation's professional and administrative policies and practice guidelines
- \* Contribute to the formation of Centre policy and ensure that all work complies with that policy

**Any Other duties including:**

- \* Cooking - to provide cover for days off (when necessary)
- \* Providing holiday cover for other relevant position
- \* Any other tasks to support the work and ministry of Compass Christian Centre as requested by the Centre Manager





## PERSON SPECIFICATION FOR HOUSEKEEPER

| CRITERIA                                                                                                              | ESSENTIAL | DESIRABLE |
|-----------------------------------------------------------------------------------------------------------------------|-----------|-----------|
| <b>Work Experience</b>                                                                                                |           |           |
| Experience of House Keeping                                                                                           | ✓         |           |
| Experience of managing a budget                                                                                       |           | ✓         |
| Experience of managing COSHH                                                                                          |           | ✓         |
| Previous experience of supervising a team                                                                             |           | ✓         |
| Highly organised                                                                                                      | ✓         |           |
| Experience in a previous role of working under your own initiative                                                    |           | ✓         |
| <b>Education</b>                                                                                                      |           |           |
| Good numeracy and literacy skills                                                                                     | ✓         |           |
| A good standard of education                                                                                          |           | ✓         |
| Basic Food Hygiene Certificate                                                                                        |           | ✓         |
| <b>Social</b>                                                                                                         |           |           |
| A practising Christian whose lifestyle is in keeping with Compass Christian Centre's ethos and statement of faith.    | ✓         |           |
| Able to work in a shift pattern including evenings and weekends                                                       | ✓         |           |
| Willingness to live on site in single staff accommodation provided and be an active part of the intentional community | ✓         |           |
| <b>Aptitude</b>                                                                                                       |           |           |
| Passionate about the vision and aims of Compass Christian Centre                                                      | ✓         |           |
| A good team player                                                                                                    | ✓         |           |
| Commitment to providing a high standard of guest service                                                              | ✓         |           |
| Willingness to learn new skills and improve performance                                                               | ✓         |           |
| Demonstrates commitment, initiative and a positive attitude                                                           | ✓         |           |



## TERMS AND CONDITIONS OF SERVICE

- HOURS:** This is a full time post and you will work an average of 40 hours per week. Meal breaks and other non-working time are not included. You will have two days off per week as arranged by line managers. These days off are normally consecutive but a degree of flexibility is required. Weekends are often equally busy as mid-week and therefore weekend work would be considered the norm. A normal working day would begin with the Staff Team at 7.30am, working until just after lunch. You would then either have the afternoon off and cover a 5.00 - 7.30pm shift, or work the afternoon, finishing at 4.30pm.
- PROBATIONARY PERIOD** The first 3 months of your employment will be probationary. Your performance will be monitored throughout this period. At the end of this period, if your performance is satisfactory, you will be confirmed in post. The employer reserves the right to extend your probationary period.
- SALARY:** You will be paid £650 per month in arrears on or before 25th of each month. In addition, Compass Christian Centre provide an accommodation and food package, which includes all utilities and Council Tax.
- PENSION:** Compass Christian Centre is part of the Workplace Pension Scheme. Depending on age and income, you will be invited to opt in or out of the scheme.
- HOLIDAYS:** The holiday year is 01 January - 31 December. Staff serving a minimum of 1 year are entitled to 29 days holiday each year in consultation with their line manager (this is inclusive of entitlement to local and national holidays). Staff serving less than 1 year are entitled to a pro rata number of days, and must serve a minimum of one month before taking any holiday. Holidays must Be taken in the relevant year except in exceptional circumstances. 5 days holiday must be held for the Christmas period.
- SICKNESS ABSENCE:** If you are ill and unable to work you must inform your line manager as soon as possible, preferably before you are due to start work. After 7 days off work you must produce a doctor's certificate.
- TERMINATION OF EMPLOYMENT:** You are required to give and entitled to receive 1 months notice of termination of employment after successful completion of the probationary period. Salary may be paid in lieu of notice, but there is no entitlement to notice or pay in lieu of notice if your employment is terminated on the grounds of your material breach of contract or misconduct.
- GRIEVANCE / DISCIPLINARY:** Details of the Centre's policy can be found in the Staff Handbook. In brief, should you have a grievance, in the first instance speak to your line manager. If this is inappropriate, then you should raise the matter with the Centre Manager. There is a 3 step process to follow; failure to do so could affect any compensation awarded by an Employment Tribunal.



## How to contact us

Having read all the information, if you would like to apply to join our team, please contact Robyn Johnston to ask for an application form.

✉ [robynjohnston@compasschristian.co.uk](mailto:robynjohnston@compasschristian.co.uk)

☎ 01250 885209

## Thank you for your interest

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