



# Housekeeper (Casual)

## Application Pack

BE THE TRAILBLAZER  
ACTIVATE CHANGE  
STRENGTHEN LIVES  
BUILD COMMUNITIES  
EMBRACE THE CHALLENGES  
BE THE HELPING HAND  
FAITH TAKING ACTION  
PURPOSEFUL ACTION  
REAL PEOPLE  
REAL FAITH  
RISK TAKERS

# CONTENTS

FROM OUR CEO .....	2
ROLE OF CASUAL HOUSEKEEPER .....	4
ROLE DESCRIPTION.....	5
ROLE REQUIREMENTS .....	6
WHAT MAKES US CHURCH ARMY .....	7
APPLICATION PROCESS .....	9



# **FROM OUR CEO**

I'm delighted that you are interested in the role of Casual Housekeeper with Church Army, I hope that as you read through this job pack you get a clearer sense of who we are.

In all our work Church Army seeks to support and empower those most in need in the UK & Ireland. We walk alongside and love those who are struggling, especially the marginalised. We are a mission organisation committed to enabling the transformation of lives and communities in and by the love of God.

The work of Church Army makes a real difference in people's lives. Every role offers the opportunity contribute to making our vision a reality. The work that you do with Church Army really will make a difference, and we are thankful for every one of our committed and passionate staff. Our GRACEUP values are at the heart of all that we do across Church Army, in our work and in our relationships. They serve as cultural cornerstones, compass points and anchors. In joining Church Army, you will belong to a community of remarkable people who are proud to do what they do. Together we work hard to make sure our team know that they are valued for their contributions and moreover valued for who they are.

This is an exciting time to join us. As we implement our DARE strategy Church Army is growing its frontline work and growing its impact. We are proud to work in some of the toughest communities across the UK and Ireland. Our Centres of Mission, in partnership with Dioceses, are where evangelists live in local communities sharing faith, and empowering & equipping the local church in mission and evangelism. In Marylebone London, we run the biggest women's only hostel and the only 24/7 emergency drop-in centre in the UK. Marylebone empowers women to end their homelessness and live their lives to the full. In Cardiff, we run the Amber Project, which helps young people who battle self-harm, and the Ty Bronna Project, which is a hostel for homeless young people. Elsewhere our Chocolate Box Project befriends, serves and supports women involved in the sex industry.

It can be challenging work. Church Army is often found where others won't go and doing things that others can't or won't. Yet it is joyful and fulfilling work. We serve in a broad range of settings, with people from all walks of life, and of all faiths and none. I am thrilled and humbled to work for an organisation that does this in God's name and your name.

I hope that you will be inspired and encouraged to want to join our amazing team.

Yours,



**Peter Rouch**





## **ROLE OF CASUAL HOUSEKEEPER**

The Wilson Carlile Centre is home to the national offices for Church Army; a UK based Christian charity and functions as a vibrant residential city based conference centre.

The Wilson Carlile Centre opened as a Conference Centre in 2011 and since then has grown and developed to be a busy and popular conference venue. Our facilities include: a café, chapel, a range of conference centre rooms, onsite parking and en-suite accommodation. WCC provides 24-7 cover for our guests and is available for bookings 7 days a week. Our recent clients have included: Sheffield Hallam University; Sheffield Children's hospital; NHS; and John Lewis. The Wilson Carlile Centre team is based of 20 staff including a sales team, receptionists, porters, catering and housekeeping.

You will assist the housekeeping team as and when needed. This is currently primarily over the weekend but may also in the week when needed. This role will cover periods of busyness and will also be used to cover annual leave, sickness often at short notice. This is a busy role within the team and requires someone who can use their own initiative and take pride in their work. Our housekeepers are responsible for ensuring that we offer the highest standard of hospitality to all our conference centre users.

You find more about us at [www.wilsoncarlilecentre.co.uk](http://www.wilsoncarlilecentre.co.uk)

*Karen Kiely, Centre Manager*

# **ROLE DESCRIPTION**

<b>Location</b>	Wilson Carlile Centre, Sheffield
<b>Salary</b>	£9.50 per hour (Living Wage)
<b>Responsible to</b>	Centre Manager & Deputy Centre Manager
<b>Hours</b>	There are no normal hours of work. The post holder will be asked if they are able to require cover in respect of a vacant shift.
<b>Contract Type</b>	Casual - offering services on an 'As & When' basis
<b>Pension</b>	You will be assessed under auto-enrolment pension legislation and if eligible, minimum contributions will be made.
<b>Annual Leave</b>	Holiday pay is calculated based on the number of hours worked and paid on a quarterly basis.

**Purpose:** To provide housekeeping services to the Wilson Carlile Centre and accommodation (café, hospitality, conference catering) as and when required and to work given short notice.

## **Objectives:**

- 1. Provide a friendly and efficient cleaning service to the centre and its users, reflecting an ethos of hospitality and welcome with high standards.**
  - 1.1 To ensure tasks are completed in a timely fashion and with minimum disruption to Centre users and visitors, to the required specification.
  - 1.2 To always ensure that a professional and friendly service maximises the experience of a visit to, or a stay at the Centre.
- 2. To ensure the centre and accommodation are maintained in accordance with the required standards and to comply with all health & safety procedures, legislation and company policies and procedures.**
  - 2.1 To carry out general cleaning duties in accordance with the cleaning schedule and safe systems of work.
  - 2.2 To ensure that all rooms in the accommodation are prepared and ready, to the required standard, for occupancy (possibly at short notice) and kitchens are stocked with the necessary food items.
  - 2.3 To dispose of waste materials in a safe and hygienic manner, in accordance with the Centres recycling policy and waste management legislation, ensuring it is available for collection as required. Ensure refuse areas kept tidy and clear of debris.
  - 2.4 To comply with health & safety legislation, other relevant legislation and centre policies.
  - 2.5 To maintain appropriate records (e.g. cleaning schedules, temperature recording) in accordance with centre procedures and legislation.
  - 2.6 To comply with stock rotation procedures and assist with deliveries.

### 3. To be an active member of the Wilson Carlile Centre Team

3.1 To help build a sense of community and teamwork within the Wilson Carlile Centre.

3.2 To share in the general responsibilities of all staff in regard to:  
welcoming visitors, answering telephones, handling general enquiries.

#### General:

- To undertake any such duties as are commensurate with the post at the direction of the Deputy Centre Manager, Centre Manager or their senior.
- To undertake any training as required for the role.
- To report any maintenance issues to the Centre Manager, as and when they arise.
- To adhere to Church Army's contractual and non-contractual policies at all times. These are outline in the Staff Handbook and on Church Army's intranet document library.
- Act in the best interest of Church Army at all times.

## **ROLE REQUIREMENTS**

The following sets out what we are looking for in the post holder. All aspects of the person specification will be assessed via CV, interview and selection process, and within pre-employment check (e.g. references).

#### **Essential:**

##### Experience, Knowledge & Qualifications

- Knowledge of health & safety relevant to the role
- An understanding of Manual Handling techniques

##### Skills & Abilities

- Ability to communicate effectively in English
- Punctual
- Able to work on own initiative and prioritise tasks
- Able to work without supervision
- Able to be flexible and work between numerous tasks
- Able to work to a high standard and deliver excellent hospitality skills

##### Attributes

- Honest and reliable
- Trustworthy and respectful
- Welcoming and friendly
- Professional at all times
- Pride in your work

##### Other

- Able to work evenings and weekends when required
- In sympathy with the aims and objectives of Church Army

# WHAT MAKES US CHURCH ARMY

## Our Vision

For everyone everywhere to encounter God's love and be empowered to transform their communities through faith shared in words and action.

See our [We Are Church Army](#) video.

## Our Values

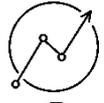
Everything we do is underpinned by our GRACEUP values:



**Generous** - We believe God is generous and we want to model that generosity to others.



**Risk-taking** - We have a long heritage as a pioneering movement, taking calculated risks and giving our staff permission to try new things.



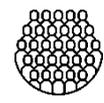
**Accountable** - We are accountable to God and others, and we want to be reliable and responsible to high professional standards.



**Collaborative** - We are committed to partnering with others who share our values; we believe collaboration enhances the potential and outcomes of our work.



**Expectant** - We are hopeful, expecting God to do new things through our frontline work and the Church Army community.



**Unconditional** - We believe God loves everyone and every person is significant in His eyes. We serve anyone regardless of their age, gender, race, sexuality, faith, ability, status or circumstances.



**Prayerful** - We listen to God through prayer, and we want to be obedient to Him. We want to be like Jesus in all we do.



## Working with Us

We aspire to see our teams reflect the communities they serve, and to have a diversity of people and views reflected across our organisation. We are a Christian charity working with people of all faiths and none. We ask that our team, where being a Christian is not a requirement, to respect and be sympathetic to our history, work, vision and values.

We welcome and encourage job applications from people of all backgrounds. We particularly welcome applications from candidates from black and ethnic minority backgrounds. We are an equal opportunities employer and we do not discriminate on the basis of any characteristic, including those protected by the Equality Act.

Church Army staff have access to a wide range of benefits, and you can find some of these listed on our [website](#) below our vacancies.



# APPLICATION PROCESS

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If you would like you to find out any more about the role, please contact [recruitment@churcharmy.org](mailto:recruitment@churcharmy.org)

To apply, please submit a CV to [recruitment@churcharmy.org](mailto:recruitment@churcharmy.org)

- One of our team will acknowledge your CV
- Your CV will be shortlisted against the person specification
- You will be contacted as to whether you have been invited to interview - these will be on an ongoing basis.

Offers of employment are made subject to:

- Evidence of your eligibility to work in the UK
- Two satisfactory references

References are usually only requested once an offer has been made. We will ask for your permission before seeking any references.

For more information about Church Army please visit: [www.churcharmy.org](http://www.churcharmy.org)

