



Core Purpose: Investing in the Next Generation

Core Values: Honesty, Caring, Responsibility, Respect

Vision: Helping to build strong people, strong families, strong communities

Job Guideline

Position:	Housekeeper
Department:	Hotel Give
Based at:	City YMCA, Hereford Street
Reports to:	Housekeeping Manager
Works with (internal):	Housekeeping Supervisors Accommodation Management team Maintenance Team Night Managers
Works with (external):	Guests, members, programme participants and facility users Long-term residents, including students and young people Contractors and suppliers
Hours:	The YMCA is a 365/24/7 business; the housekeepers/cleaners must be prepared to work shifts, including evenings, weekends and public holidays as required by the roster.
Objective:	<i>Making a difference by Investing in the Next Generation</i>
Job Purpose:	To clean rooms and public areas to ensure a high level of service to external and internal customers in a manner which reflects the YMCA core values.

YMCA | Hotel Give

Hotel Give is owned and operated by the YMCA located in central Christchurch which is open to a wide range of guests, including family, community and school groups. In addition, it offers long-term accommodation to tertiary students and to other young people. Conference and function facilities are also provided.

City Y reception caters not only to the hotel arm of the organisation but also to a variety of others such as Health & Fitness and Holiday Programmes.

Hotel Give a social enterprise expected to generate income to support other YMCA programmes and services.

Key Responsibilities

Key Responsibilities & Accountabilities	Dimension/Area/Scope/Scale Indicators
1 Cleaning venue facilities: gym, changing rooms, toilets, entries/foyers, stadium building including Papa Hou, Kowhai room, conference room, guest kitchen	Daily
2 The maintenance of all appropriate records and documentation relating to the service	As required; accurate and complete
3 Reporting any maintenance issues or concerns to Housekeeping Manager	Daily or sooner depending on urgency
4 Follow correct procedures for all lost and found property items.	Daily
5 Cleaning of guest rooms and public areas at accommodation facilities	As required

Key Competencies

- Knowledge of customer service principles and practices
- Works co-operatively to help achieve agreed objectives
- Communicates effectively to encourage good working relationships with staff and customers/residents (including young people)
- Able to manage workload effectively to agreed levels of performance
- Able to deliver the service to agreed standards, through effective use of resources
- Organised and efficient; able to plan effectively
- Attentive to detail
- Self-motivated and able to use initiative
- Ability to work within the principles of the Treaty of Waitangi and YMCA core values

Other

- Clean police record required
- Availability to work specific evening and weekend shifts as negotiated.

YMCA Statement on Child Protection

YMCA Christchurch is committed to providing a Child Safe environment for all children who come into contact with the YMCA.

YMCA Statement on Covid-19 Vaccination

The working environment and high-contact nature of all roles within YMCA Christchurch are at high risk of being exposed, and exposing others (including high risk persons), to COVID-19. The most effective way to manage this risk is to require all roles at YMCA Christchurch be undertaken by persons who are fully vaccinated against COVID-19, as well as other precautionary measures. Therefore, it is a requirement that all prospective employees confirm their vaccine status with YMCA Christchurch as part of the pre-employment process.

YMCA Statement on Career Development

- > The YMCA Christchurch tries wherever possible to allow staff to develop their skills in a planned way which allows them to progress to other roles if they aspire to.
 - > This could be within the department they work or more broadly to other YMCA departments or other Ys around New Zealand/the world.
 - > Performance reviews which include planning personal development occur at least once a year, but should be an ongoing conversation between staff and their direct report.
 - > The YMCA provides on-the-job training which all staff are encouraged to engage with, which includes child protection, health & safety, youth development, Te Tiriti, as some core compulsory aspects to this.
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Signed Employee:

Date: