

# Down and Connor Diocesan Trust



## **Ethos and Values required of all Employees**

The main objects of the Diocese of Down and Connor ("the Diocese") are the advancement of the Catholic religion in the Catholic Diocese of Down and Connor and the advancement of any charitable purpose supported by the Catholic Church in any part of the world. While remaining true to its own distinctive ethos, the Diocese places great value on togetherness with Christians of other traditions and those of other faiths and none. The Diocese is committed to the promotion of equality of opportunity. Likewise, bearing in mind its main objects, there may be some circumstances in which the Diocese may rely on lawful exceptions to general principles.

The Diocese requires that all people working within its institutions and agencies, regardless of their faith tradition or perspective, demonstrate the highest standards of respect for the values, teaching, and mission of the Catholic Church. This includes:

### **Respect for the Inherent Dignity of every person:**

In all activities relating to your work, you will be required to demonstrate high standards of respect and courtesy towards every person with whom you have contact and to contribute to a collaborative and supportive atmosphere among those with whom you work.

### **Respect for Teaching and Practice:**

Our expectation is that everyone who works for the Diocese:

- ❖ will demonstrate high respect for the teaching, practice and religious symbols of the Catholic Church and act in a manner that is consistent with the values and ethos of the Diocese.
- ❖ will adhere to high standards of ethics at all times and be personally active in supporting an ethical and courteous culture among all Diocesan staff.



<b>ROLE PROFILE: HOUSEKEEPER - BASED AT 111 QUEENSWAY, LAMBEG, LISBURN, BT27 4QS</b>	
<b>Reporting and Accountable to:</b>	<b>THE CHAPLAIN TO ROYAL VICTORIA HOSPITAL AND BELFAST TRUST</b>
<b>Responsible for:</b>	<ul style="list-style-type: none"><li>❖ Providing a reliable and efficient cleaning service in the residence of the Chaplain to the Royal Victoria Hospital and Belfast Trust whilst ensuring a pleasant, welcoming, and clean environment for all visitors.</li></ul>
<b>Key Performance Measures:</b>	
<ul style="list-style-type: none"><li>- Feedback from the Chaplain, visitors and 3<sup>rd</sup> Party Providers;</li><li>- Professionalism and helpfulness in dealing with others, both internally and externally;</li><li>- Compliance with and adherence to relevant legislation and regulatory requirements as issued by the Diocese of Down and Connor;</li><li>- Maintaining a professional approach to work at all times;</li><li>- Projecting a professional and reputable image for the Diocese at all times.</li></ul>	
<b>Detailed Responsibilities of this Role:</b>	
<p>In fulfilling this role, the job holder undertakes the following activities:</p> <ul style="list-style-type: none"><li>- Planning and preparation of meals, snacks, and beverages at the request of the Chaplain and leaving food prepared as required;</li><li>- Weekly shopping for groceries and other household items as required;</li><li>- Working to a regular cleaning schedule to ensure a high standard of cleanliness and hygiene in the at all times;</li><li>- Undertake the cleaning of residence, including kitchen, bathroom, living and office areas. Duties to include cleaning fixtures and fittings, hoovering, washing floors, dusting, and polishing furniture etc.;</li><li>- Undertake laundry and ironing duties for the Chaplain;</li><li>- Ensure clean linen and towels are available at all times;</li><li>- When requested attend to callers at the door, take messages and communicate to the appropriate person;</li><li>- Report any faulty equipment and maintenance concerns to the Chaplain;</li><li>- Adhere to Health &amp; Safety Policies and procedures/regulations when undertaking cleaning tasks related to the role i.e., storing products and equipment.</li></ul>	

**General:**

- Ensure appropriate and respectful attire is worn at all times when undertaking the required duties, in particular protective gloves when necessary;
- Ensure that all users and visitors are treated with due respect, care, and consideration;
- Be aware of, and have respect for the surroundings in which you are employed;
- Adhere to the policies and procedures of the Diocese of Down and Connor and all relevant statutory bodies, regulations, and requirements, paying particular attention to guidelines in relation to managing the risk of Covid -19;
- Compliance with and adhering to Diocesan policies and procedures, and Health & Safety legislation at all times;
- Essential that the role holder maintains confidentiality on matters relating to the Down and Connor Diocesan Trust, at all times.

**JOB DESCRIPTION REVISION:**

This job description is intended to provide an outline of the key tasks and responsibilities only. There may be other duties required of the post holder commensurate with the position. The responsibilities may be amended, after discussion with the post holder, to take into account the development of both the post and the office. All members of staff should be prepared to take on additional duties or relinquish existing duties as required.

**HOUSEKEEPER**  
**111 QUEENSWAY, LAMBEG, LISBURN, BT27 4QS**

**PERSON SPECIFICATION**

	<b>ESSENTIAL CRITERIA:</b>
<b>EXPERIENCE/ PERSONAL ATTRIBUTES AND SKILLS:</b>	<ol style="list-style-type: none"> <li>1. Previous cleaning and housekeeping experience;</li> <li>2. Capability and mobility required to facilitate the carrying out of the responsibilities within the role;</li> <li>3. Ability to balance catering and housekeeping duties;</li> <li>4. Excellent communication skills and the ability to work as part of a team;</li> <li>5. Excellent organisational and time management skills;</li> <li>6. Ability to work alone, using initiative whilst maintaining discretion and confidentiality at all times;</li> <li>7. A clear commitment to the work and mission of the Diocese of Down and Connor and the Parish.</li> </ol>
<b>LOCATION:</b>	<b>111 QUEENSWAY, LAMBEG, LISBURN, BT27 4QS</b>
<b>HOURS of WORK:</b>	<p><b>10 Hours per week - 5 Hours each Monday and Tuesday, work pattern to be agreed with the Chaplain.</b></p> <p><b>Ability to work flexible hours is required from the post holder from time to time.</b></p>
<b>REMUNERATION:</b>	<b>£9.50 gross per hour</b>
<b>ANNUAL LEAVE:</b>	<b>32 days per annum which is inclusive of 12 customary holidays</b> <u><b>[Pro-rata for part-time employees]</b></u>