



## **JOB DESCRIPTION**

**JOB TITLE** : Housekeeper

**RESPONSIBLE TO** : Sites Supervisor

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### **A. JOB PURPOSE**

To provide support for achieving the following strategic outcomes:

- i. Societal appreciation for heritage and support for its conservation;
  - ii. Conservation and sustainable use of built heritage and natural sites in their landscapes; and
  - iii. The Trust: recognised and effective champion of Saint Lucia's heritage.
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### **B. DUTIES**

- i. Maintain the cleanliness and neatness of Trust facilities and amenities and ensure that they are properly sanitized and garbage is disposed of in accordance with Trust's Standard Operating Procedures (SOPs);
- ii. Assist grounds staff and rangers in ensuring that Trust sites are clean and garbage is disposed in accordance with Trust Health and Safety protocols;
- iii. Ensure that Trust sites are properly cleaned before, during and after activities and events in accordance with Trust policies;
- iv. Ensure that all applicable Trust safety guidelines and procedures are followed while undertaking duties;
- v. Assist your supervisor in maintaining an inventory of supplies;
- vi. Ensure that unauthorized persons do not have access to housekeeping supplies;
- vii. Promptly report and document any accidents and incidents including near-misses that occur while on duty;
- viii. Promptly report any damage to the Trust facilities and general landscape to your supervisor;
- ix. Provide quality and friendly customer service;
- x. Explain Trust rules and regulations, respond to customer queries and provide directions regarding the use of Trust facilities;
- xi. Ensure customer safety and compliance at assigned locations in keeping with Trust procedures and Health and Safety protocols;

- xii. Make recommendations for improvement of the operations of the Trust in general and in particular areas of direct responsibility;
- xiii. Ensure all assigned tools are cleaned and maintained in accordance with Trust policies;
- xiv. Assist with promoting Trust membership and
- xv. Carry out any other related duties that may be reasonably assigned by your Supervisor.

**C. KNOWLEDGE, SKILLS & ABILITIES**

- Physically fit and able to carry out 3 - 4 hours of continuous physical activity including outdoors;
- Must possess writing, communications and interpersonal skills.

**D. CORE COMPETENCIES**

- Highly organized and demonstrates the ability to work effectively with people;
- Attention to detail;
- Ability to work in team and independently with minimum supervision;
- Ability to multi-task and work under pressure; and
- Ability to function efficiently with minimum supervision.

**E. QUALIFICATIONS & EXPERIENCE**

- CSEC passes Mathematics and English would be an asset;
- At least 3 years' relevant experience in a similar position.