



THE ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM

JOB DESCRIPTION FORM

Job title:	Senior Housekeeper
Department:	Finance & Business Continuity
Reports to:	Finance & Business Continuity Manager
Key relationships:	Finance & Business Continuity Team RCN Wales
Hours:	7 hours per week (Required to work flexibly to meet the requirements of the job.)
Grade:	I
Location:	RCN Wales HQ

JOB PURPOSE

To support the RCN Finance & Business Continuity Manager in the delivery of housekeeping and facility services and to provide relief cover for front of house services.

KEY RESPONSIBILITIES

1. Specific role duties

- To maintain a rota for holiday, evening and weekend cover for functions, if required.
- To be a key holder for Ty Maeth, opening the building and when required, to check windows, lights, doors etc., before locking the building.
- In conjunction with other Facility Team members take internal room bookings and ensure the electronic calendar and diary of meetings is kept up to date.
- In conjunction with other Facility Team members be a point of contact regarding booking catering liaising with appropriate members of staff and caterers and confirming requirements.

- To prepare conference rooms for functions and meetings (e.g. setting up audio and IT equipment, arranging chairs, setting up and laying tables, etc.).
- To assist, when required, at functions and meetings by undertaking catering and other housekeeping duties (e.g. providing teas and coffees throughout the day, laying out buffets from outside caterers, cleaning the room at the end of the day).
- To notify the Finance & Business Continuity Team of approved orders placed and provide an itemised list for each function to enable appropriate invoices to be checked and raised.
- To keep up to date with Hygiene and Basic Training Courses. To maintain a current and appropriate certificate in these areas.
- To ensure all equipment used is properly cleaned, maintained and fit for purpose and to report any defects to the Finance & Business Continuity Manager.
- To ensure that all designated areas are cleaned at regular intervals and to agreed standards.
- To ensure that all catering and kitchen areas are cleaned regularly and are constantly maintained to comply with statutory hygiene standards. Ensure that all utensils are cleaned and tidied away appropriately. Report any defects and/or replacement requirements.
- To deal with any domestic cleaning requirements as and when they arise, e.g. spillages.
- To ensure that all housekeeping equipment and materials for kitchens, catering and toilet areas are renewed and replaced as and when needed (e.g. ordering of milk, toilet rolls, paper towels, soap etc) after appropriate authorisation.
- To advise Finance & Business Continuity Manager of stock levels of cleaning, catering and housekeeping materials, and store and distribute supplies as required.
- To provide relief cover for Ty Maeth reception in the absence of receptionist.
- To provide relief cover for business support and facility team as required.
- To provide relief cover for the library in absence of library staff e.g. assisting with book borrowing and booking appointments.
- To assist with clerical/administration activities (e.g. photocopying, preparation of envelopes, binding of documents) once all housekeeping priorities and duties have been completed, with the approval of the Finance & Business Continuity Manager.

- In absence of Business Support Assistant, to liaise with contractors to confirm maintenance visits (BAM, Cooltherm etc), as directed by Finance & Business Continuity Manager.

2. Additional responsibilities

- Champion equity, diversity, inclusion and human rights and be responsible for contributing to achieving the commitments set out in the RCN Group equality, diversity and inclusion statement.
- Treat colleagues, members, customers and others with respect in line with our values and Our Respect Charter.
- Maximise all opportunities available to:
 - encourage member recruitment and promote the benefits of joining the RCN
 - promote the RCN as the organisation that represents nurses and nursing, and that promotes excellent in practice and shapes health policies
- Support member ballot and industrial action activities when required.
- Comply with the RCN Data Protection Policy, Retention Schedule and department procedures to ensure personal data is always protected.
- To co-operate in maintaining safe and healthy working environments by complying with RCN Health and Safety Policy, and subsidiary policies and procedures relevant to work activities.
- Comply with the RCN Financial regulations and related policies to safeguard the assets of the RCN.
- To work collaboratively with other appropriate parts of RCN Wales to provide a seamless service for RCN Members.
- Act with diplomacy and discretion to safeguard confidential and commercially sensitive information at all times.
- To participate in continuing conversations, 4Q reviews, and undertake relevant training as required.
- Undertake any other duties as requested in line with the job role.

Job description updated:
September 2025