

JOB DESCRIPTION FOR HOUSEKEEPER (DAYTIME CLEANER)
AUGUST 2026

A list of job duties associated with your job title is set out below. This job description is non-contractual and the Company reserves the right to amend, withdraw or depart from its provisions at its discretion. Subject to the Company's business requirements you may be required from time to time to undertake other work within your capacity and the Company reserves the right to amend the job title and/or job description from time to time, on a temporary or permanent basis, to reflect your own development or the Company's business needs.

Job title	Housekeeper (Daytime Cleaner) Holywell Park
Band	B1
Team	Operations
Purpose of role	To support the housekeeping operation, driving and supporting all daily housekeeping standards to ensure consistent customer service excellence. You must be friendly and engaging with all team members and guests. The focus must be on delivering high-quality standards of cleanliness in all public areas within the venue. The role will require delivering our offer while being flexible with all guests daily requests. To be a fully committed ambassador driving our six key company values and championing our people and planet philosophies. As an Imago Team member you will ensure you follow our three golden rules at all times: 1. Say hello to every guest and team member 2. Never walk past a bad standard 3. Never say no
Reports to	Housekeeping Manager
Manages	N/A
Main duties	• Carry out all day-to-day housekeeping operations to the highest standards and in line with company policy • Maintain the cleanliness of all public areas – corridors, stairs, toilets, meeting rooms, restaurant and refreshment areas • Provide friendly, polite and professional service when interacting with guests • Understand customer feedback to ensure our customer satisfaction targets are exceeded. Any guest issues are resolved effectively, and continual improvement implemented • Communicate effectively with other team members and departments • Work with the Conference & Events Manager to ensure a smooth, clean operation of the venue • Follow all Health & Safety procedures, including safe use of chemicals (COSHH) and equipment.

	• Report any maintenance issues, damages or missing items promptly • Other duties and responsibilities appropriate with the level of this post
People skills	Positive attitude, open-minded outlook, flexible, and responsive to changing guest needs Ability to communicate effectively and listen to guests and team members Strong attention to detail Able to work independently and as part of a team
Technical skills	Experience of working within a housekeeping operation Good understanding of all health and safety and cleaning standards
Qualifications	

I have given a copy of the above to (insert name) and have explained all aspects of it.

Name of Manager (please print)
 Signature of Manager
 Date

I confirm that I have been taken through the above, understand it and have received a copy of it.

Employee name (please print)
 Signature of employee
 Date