



Embassy of the Kingdom of Belgium
in **Zagreb**

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EMPLOYMENT OFFER - HOUSEKEEPER

The Embassy of Belgium is seeking to recruit a housekeeper.

- **Employment type** : one year contract, renewable
- **Work schedule** : 1 full time (40 hours per week)
- **Post of assignment** : Residence of the Ambassador of Belgium in Zagreb
- **Academic qualifications or degree** : none
- **Experience** : at least two years as a housekeeper
- **Starting date** : 1st of February 2024 if possible
- **Paid days off** : 22 days annually

→ Application letter and CV are to be sent to zagreb@diplobel.fed.be by Sunday 14th of January 2024

1. Main duties

1. As a housekeeper :

Ensure maintenance of the premises and, if necessary, exterior spaces and ensure the processing of waste in order to contribute to a clean and pleasant environment.

Examples of tasks :

- In all rooms, dusting, hoovering and cleaning the floors with the appropriate products (depending on the surfaces).
- Removing dust from furniture, objects and carpets and ventilating the premises.
- Cleaning up.
- Cleaning the kitchen and the dishes.
- Maintenance of the appliances and disposal of waste.
- Care and storage of household linen and clothing (sorting the laundry, washing, ironing, folding and tidying, sewing, etc.)
- Minor repairs.
- Reporting regularly upon the condition of the house, providing information about any possible damage or wear and tear to the furniture and buildings.

2. As the person responsible for the general management of the household:

He/she will receive instructions which may vary from day to day. The employee will adapt to the expectations and the time allocated for his/her work. He/she may, of course, suggest tasks of his/her own that should be carried out :



He/she shall occasionally provide assistance to the catering services during and after functions at the residence (official lunches, dinners, receptions and other).

Examples of tasks :

- Going shopping (for food or other things) according to the available budget in order to replenish stocks.
- Preparing light meals.
- Washing and treating specific objects (wood, silver, etc.)
- Changing the sheets and making the beds.
- Cleaning windows.
- Plant care and maintenance.

2. General behavioral skills

The following skills are to be expected from the housekeeper :

Be able to work in a team with the rest of the staff

Contribute to a good team spirit and a good atmosphere at work by sharing ideas and useful information, listening to the opinions of others, being prepared to help spontaneously or on request and combining strengths, avoiding disputes.

Be service-oriented

Give priority to the needs of the residence and offer a fast, proactive, personalised, effective service (with the required transparency and integrity) and establish constructive contacts.

Show respect

Show others respect and be open to their ideas, their opinions and their differences, whether cultural or other.

Be reliable/trustworthy/loyal

Act honestly, in accordance with the job's requirements, respect ethical principles, including confidentiality and integrity, respect your commitments and avoid any form of partiality.

Be able to adapt/flexible

Adopt a flexible attitude, adapt to changes in various situations. Be flexible in terms of the roles and tasks allocated, working hours and, if necessary, the place of work.

Be capable of developing yourself

Constantly attempt to progress in your job and, if necessary, take initiatives to develop new skills according to available resources.

Invest in order to achieve your goals

Be involved, do your utmost and show your wish to achieve your goals and the goals of the service and/or the post. Take responsibility for the quality of the actions undertaken.

3. Level of qualifications required

a) **Diploma/level of training** : no diploma or certification required



- b) Useful experience in the job and its various roles** : at least two years of experience as a housekeeper.
- c) Experience in other jobs or fields** : past experience working for a diplomatic mission is positively welcomed.
- d) Language**: English
- e) Certificate of good conduct**
- f) Driving license is very welcome.**

A pre-selection is made on the basis of the experience and the application letter. The pre-selected applicants will be invited to a personal interview.

4. Work schedule and post of assignment

The employee is employed under a contract with the Belgian state and is covered by the Croatian healthcare system, with a flexible work schedule of 40 hours per week, without prejudice to any overtime required in the interest of the service and expressly requested by the employer. Work shall be performed according to a schedule established by the head of mission or his/her delegate.

Overtime shall be taken as time off.

The employee acknowledges that the work schedule is variable, and hours of work can be modified according to service requirements.

5. Paid time off

The employee shall be entitled to paid leave of 22 working days per year, pro rata to the performed working days. Leave shall be taken taking into account the requirements of the service. Requests for leave shall be made eight days before the beginning of the leave and shall be submitted to the prior agreement of the head of mission or of their delegate.

6. Starting date

1st of February 2024 or later if the candidate is not available

7. Privacy conditions

The employee is bound by an obligation of absolute discretion and by professional secrecy, that they commit themselves to observing, even after the expiry of the contract, in respect of any fact or information they have come to know in the performance of their duties.

