JOB DESCRIPTION

Job title: Housekeeping Assistant

Responsible to: Head Housekeeper

MAIN RESPONSIBILITIES

- Maintain high standards of cleanliness, hygiene and comfort for customers within all village facilities and households including the laundry
- To work in accordance with Belong standards and values

SUPPORTING RESPONSIBILITIES

- Complete cleaning and laundry tasks allocated to the required standard and in accordance with the agreed work schedule
- Carry out routine checks throughout the day to ensure that all communal areas are clean, well presented and that all outstanding cleaning has been completed
- Assist the household teams with requests for cleaning and laundry tasks where required.
- Involve customers where appropriate in domestic and laundry activities relating to maintaining their personal care and accommodation
- Use all equipment and products according to guidance and maintain and store correctly.
- Complete and maintain records as required
- Report immediately any faulty appliances, damaged furniture, equipment or any potential hazard to Housekeeper or Front of House Manager
- Check and report village equipment and supplies as required including minor building fittings e.g. light bulbs
- Return from the central laundry clean linen and residents clothing to the appropriate household storage, customers room or apartment
- To work flexibly as part of the team to ensure the daily housekeeping service requirements are maintained 7 days a week by providing cover for sickness and holidays as required
- Ensure relevant infection prevention and control procedures are followed at all times

GENERAL

- Maintain the confidentiality of information
- Promote and ensure the good reputation of Belong
- Attend and constructively contribute to meetings relevant to your role
- Be responsible for your own personal development and undertake relevant learning & development
- Ensure that Belong is a safe place to live and work, by following safe practices and responding to emergencies as required
- Adhere to all policies and procedures
- To act as a mentor for staff under development where required
- Carry out any other tasks reasonably assigned to you

This job description indicates the main responsibilities and duties of the post and isn't an exhaustive list.

	PERSON SPECIFICATION – Housekeeping Assistant	**Essential**	**Desirable**	**Method**
1	Demonstrates qualities to deliver Belong vision and values	✓		A/I
2	Communicates clearly and has a professional manner	✓		A/I
3	Works independently and as part of team to ensure the customer's needs are met and team goals are achieved	✓		I
4	Prioritises tasks and completes to the required standard and in a timely manner	✓		A/I
5	Able to undertake moving & handling of loads, which may involve using specialist equipment	✓		I
6	Able to undertake housekeeping tasks including cleaning and laundry using relevant equipment	✓		A/I
7	Able to complete written work records	✓		A/I
8	Good customer care focus with a desire to serve others	✓		A/I
9	An awareness of Health and Safety requirements and how to follow product safety advice sheets and procedures	✓		A/I
10	Reliable and able to fulfil contracted hours and work patterns e.g. days, evenings, weekends	✓		A
11	Diploma/NVQ 2 in Cleaning & Building Interiors or equivalent		✓	C
12	Experience of previous commercial or domestic cleaning		✓	A
13	Experience of working in a care environment		✓	A
	Key: Assessment Method – A= Application C = Certificate I = Interview T = Test			