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| **Job Title:** | Housekeeping and Hospitality Assistant |
| **Reports To:** | Line Manager |

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| **Job Summary:** | Provide general housekeeping services and serve meals to our residents for both the facility as a whole and individual resident apartments following The Hawthorns procedures in a courteous, friendly and efficient manner. |

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| **Role Responsibilities:** |
| * Cleaning of all public areas and amenities * Cleaning of residents’ apartments, which includes, but is not limited to, vacuuming and spot cleaning carpets, dusting, cleaning windows, and wet cleaning bathrooms, kitchens, patios or balconies, ceilings, walls, and refrigerators as required. Change bed and bath linens. Turn the mattress (with assistance) if necessary. Take sealed rubbish bags if requested. * Launder all linens by washing and drying in the laundry facilities provided. * Deep clean apartments/public areas as required. * Check the food and beverage area for meal requirements and re-stock when required. * Greet each table and serve the beverages and food by tray service. * Assisting in storing any perishable items. * Review the menu of the served meal and take residents' orders. * Serve meals to each Resident’s table following The Hawthorns procedures. * Clear dishes from tables. * Clear, wash and reset tables and chairs. * Always be courteous to all residents. * Adhere to The Hawthorns sanitation and safety procedures and personal hygiene policy. Ensure manual handling is carried out correctly and adhere to health and safety requirements. * Work preassigned Housekeeping / Server schedule, including weekend sickness and holiday cover as required. * Provide holiday/sickness cover for the Head Housekeeper and take on additional responsibilities. * Any other duties as assigned by the Head Housekeeper / Dining Room Coordinator / Management Team.   **This is not intended as an exhaustive description of duties and responsibilities and may be amended following consultation with the jobholder.** |

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| **Person Specification:** | | |
| **Experience** | **Essential/Desirable** | **Assessment** |
| A good standard of education to ‘GCSE’ level or equivalent is required. | E | Application Form/CV/Interview |
| Experience working in a hotel or Rest Home environment or any other hospitality-related background | E | Application Form/CV/Interview |
| Organisation and the ability to meet time deadlines on an ongoing basis concerning housekeeping requirements | E | Application Form/CV/Interview |
| **Knowledge/Skills & Abilities** |  |  |
| Constantly maintaining and expressing a positive and professional image and attitude. | E | Application Form/CV/Interview |
| Enthusiastic, passionate about customer service, helpful and hands-on | E | Application Form/CV/Interview |
| Ability to work as an individual and as part of a team and to build strong working relationships | E | Application Form/CV/Interview |
| Trustworthy, reliable and punctual | E | Application Form/CV/Interview |
| Ability to resolve complaints/problems effectively | E | Application Form/CV/Interview |
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| Values – I am fully committed to being:   * Caring * Supportive * Honest * Respectful * Accountable | | |

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| Agreement: | | | |
| **Employee Signature:** |  | **Date:** |  |
| **Manager Signature:** |  | **Date:** |  |