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| **Job Title:** | **Housekeeping Assistant** |
| **Reports To:** | **Head Housekeeper** |

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| **Job Summary:** | To work as part of a team, ensuring all standards of cleanliness and laundry are maintained in the home. To operate in accordance with our Standard Operating Procedures of housekeeping/laundry Ensuring a hotel service standard is maintained. |

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| **Role Responsibilities:** |
| * Carry out all cleaning duties in accordance with worksheet instructions including:
	+ vacuuming, carpet shampooing and washing floor areas stairs and lifts
	+ cleaning toilets, baths and washbasins, providing adequate supplies of toilet rolls, soap and hand towels and ensuring these are replenished throughout your shift
	+ polishing and dusting all furniture and fittings
	+ cleaning windows, paintwork and walls
	+ thorough cleaning of vacated rooms ready for re-occupation
	+ undertake deep cleans as required
	+ removal of rubbish and clinical waste to storage area ready for collection by the appropriate agencies
* Ensure that all residents are treated as with dignity and respect and that their personal space and belongings are respected at all times
* Ensure any clothing is washed according to the garment instructions and returned to the residents’ rooms, any clothing that is unmarked must be labelled.
* Ensure that you follow the Standard Operating Procedures for both laundry and housekeeping
* Ensure all cleaning schedules are competed in a timely manner and accurately.
* Understand the cleaning requirements of different surfaces and coverings and the properties of cleaning materials to ensure that all areas are well presented and maintained in good condition
* Practice safe systems of work across the range of tasks and in particularly moving and handling of loads, by assessing risk and having due regard for personal safety and the safety of residents, visitors and staff.
* Understand personal responsibilities in relation to the Health & Safety at Work Acts and fire safety and evacuation procedures and demonstrates a working knowledge of COSHH assessments applicable in own work area.
* Contribute fully to team working, responding positively to colleagues and actioning all reasonable work instructions promptly.
* Take reasonable care of items of equipment used to carry out tasks, including general cleanliness and advising on any faults and the need for maintenance or replacement.
* Responsible for the safe and tidy storage of suppliers and equipment.
* Attend staff meetings and staff training sessions as required.
* Adhere to Home Policies and Procedures.

**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**  |
| Experience of cleaning laundry in a public setting  | Desirable | CV/Application form, Interview |
| Knowledge of Health and Safety, particularly Moving and Handling techniques, Fire Safety and COSHH assessments. | Desirable | Interview  |
| **Knowledge/Skills & Abilities** |  |  |
| Have a positive attitude towards residents  | Essential | Interview |
| Demonstrate compassion and commitment to the delivery of high-quality housekeeping/laundry service to residents | Essential | Interview |
| Able to be adaptive and flexible to cover a range of responsibilities at short notice | Essential | 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:**  |  |