

Job Title: Housekeeping Assistant	
Reports To: Housekeeping Team Leader	Reporting to Job Holder: Not Applicable
Overall Purpose: To assist in the delivery of high quality, customer focused cleaning and housekeeping services within a residential/sheltered housing environment.	
Principle Accountabilities: <u>Planning and Organising</u> <ul style="list-style-type: none">• To clean customer accommodation and all communal spaces, including bathrooms and toilets within the Centre in line with the work schedule provided and to a high standard which meets the customer and colleagues requirements.• To assist, as required in preparing a designated area(s) within the Centre for food service, serving meals to customer (and their relatives and guests) and clearing away after service.• To maintain supplies for the preparation of refreshments at venues within the Centre used for internal and external functions.• To assist with laundry services as required.• To participate in the implementation of quality assurance programmes within the housekeeping service as required. <u>Business Focus</u> <ul style="list-style-type: none">• To comply with current Fire, Health & Safety at Work, Safe Food Handling, Environmental Health and associated legislation by observing Ben's policies and procedures and carrying out safe procedures and practices at all times, following appropriate reporting arrangements as required.• To maintain a clean and tidy working environment, cleaning equipment daily.• To report equipment faults to the Housekeeping Team Leader or *Facilities Manager/Hotel Services Manager (dependant on location).• To work within the required Care Quality Commission (CQC) standards and Ben policies and procedures at all times.• To follow current infection control guidelines to minimise risk to customers, visitors and Ben.• To identify and report any incidents of alleged or known abuse by or to any customer, complying with Ben's Safeguarding guidelines and reporting procedures.• To comply with Ben's protocols and requirements on maintaining confidentiality. <u>Communication</u>	

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- To communicate effectively and appropriately with customers, their relatives and visitors to the Centre.
- To liaise where appropriate with House Keeping Team Leader and Facilities Management colleagues to ensure the cleanliness and safe environment of the Centre, reporting any risks or hazards to the Housekeeping Team Leader/ Facilities Manager/Hotel Services Manager without delay.
- To report immediately or as soon as reasonably practical any complaints, accidents or incidents involving colleagues, customers or visitors to the Housekeeping Team Leader/ Facilities Manager/Hotel Services Manager.

Managing Performance

- To participate in the assessment and evaluation of the quality and effectiveness of housekeeping services provided to customers and contribute to the development and implementation of service/standard improvement plans as required.
- To support and assist new staff, under the supervision of the House Keeping Team Leader or Facilities Manager/Hotel Manager and act as a mentor to new starters as required.

Stakeholder Relationships

- Represent BEN and the Centre in a positive manner.

Achieving Customer Service Excellence

- To support the delivery of high quality and consistent housekeeping services to customers, visitors to the Centre and colleagues, ensuring that the Centre is viewed in a positive way.
- To recognise customers' individual rights to dignity, privacy, choice and confidentiality.

Additional Duties

- To attend meetings and training sessions as required to support continuous learning and development and performance improvement.
- To undertake any other duties specified from time to time by the Housekeeping Team Leader or Facilities Manager/Hotel Services Manager.

This job description is not intended to be an exhaustive list of responsibilities and will be regularly reviewed and amended as necessary after consultation.

Deliverables – Key Measures:

Planning and Organising

- To contribute to the provision of housekeeping services which are of a high standard, ensuring

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customers dignity, choice, and independence are maintained at all times.

- To participate, as required in audits and quality assurance programmes to evaluate standards of service delivered to customers.

Business Focus

- To assist in maintaining a safe working environment at all times.
- To ensure that all aspects of the regulatory and organisational policy/procedure frameworks are met.
- Problems are avoided due to policies and procedures being followed.

Communication

- Customers, their relatives and visitors to the Centre are engaged in a professional and appropriate manner, ensuring the Centre is viewed in a positive way.
- To assist in maintaining a clean and safe environment within the Centre for customers, visitors and colleagues.
- To contribute to ensuring that complaints, concerns or incidents at the Centre are dealt with promptly, promoting a positive customer experience.

Managing Performance

- To support the delivery of agreed service/quality improvements for housekeeping within agreed timescales.
- New colleagues receive dedicated assistance and mentoring from a more experienced colleague to improve their induction experience within their role and to address issues/concerns in a timely manner.

Stakeholder Relationships

- Stakeholders experience professional, positive and helpful interactions with Ben colleagues.

Achieving Customer Service Excellence

- To contribute to the delivery of a consistent level of service to customer, and colleagues, which maintains high standards of cleanliness and hygiene to meet customers and colleagues' expectations, ensuring the Centre is viewed in a positive way.

Additional Duties

- Accept ad hoc tasks/duties as required.

PRIDE values

To embody and deliver the role of Housekeeping Assistant in line with our values:-

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Ben - Motor and Allied Trades Benevolent Fund. Registered office: Lynwood Court, Lynwood Village, Rise Road, Ascot SL5 0FG. A charity registered in England and Wales (no.297877) and Scotland (no.SC039842). A company limited by guarantee, registered in England and Wales (no.02163894). Registered with the Homes and Communities Agency (no. LH 3766).

Passionate Respectful Inclusive Driven Empowered	
Experience required: Previous experience of cleaning within a customer focused environment is desirable but not essential.	Technical Knowledge: No specific knowledge required.
Other significant role requirements Demonstrate the Core Behavioural Competencies for the role (see Behavioural Competencies document) on appointment or following successful completion of induction/ probationary period where new to the role. Able to view the Centre and our customers' accommodation from their perspective, maintaining high levels of cleanliness and hygiene standards at all times. Ability to carry out and complete routine work quickly and effectively to the highest standards. Able to deal with customers sensitively and with consideration at all times and in a manner that respects their dignity, independence and choice. Ability to maintain all aspects of confidentiality and to comply with all legislative requirements in relation to customers and colleagues. Basic numeracy and literacy skills to read and understand procedures, instructions and to undertake as required routine administration tasks accurately.	
Date updated:	