

**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 designated Ben premises.

**Principal accountabilities:**

**Planning and Organising**

- To clean customer accommodation and all communal spaces, including bathrooms and toilets within designated Ben premises 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) 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 designated Ben premises 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.

**(NB \* Dependant on location)**

**Business Focus**

- 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 /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.

**Communication**

- To communicate effectively and appropriately with customers, their relatives and visitors to Ben premises.

- To liaise where appropriate with House Keeping Team Leader and Facilities Management colleagues to ensure the cleanliness and safe environment of designated Ben premises, 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 Hotel Services Manager and act as a mentor to new starters as required.

### **Stakeholder Relationships**

- Represent BEN and the establishment in a positive manner.

### **Achieving Customer Service Excellence**

- To support the delivery of high quality and consistent housekeeping services to customers, visitors to Ben premises and colleagues.
- To recognise customers' individual rights to dignity, privacy, choice and confidentiality.
- To value and support diversity and equality of opportunity for our customers and colleagues.

### **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 / 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 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 designated Ben premises are engaged in a professional and appropriate manner, ensuring the establishment is viewed in a positive way.
- To assist in maintaining a clean and safe environment within designated Ben premises for customers, visitors and colleagues.
- To contribute to ensuring that complaints, concerns or incidents on designated Ben premises 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 establishment is viewed in a positive way.
- Customers and colleagues experience a positive and engaging environment where they are treated with respect and their differing needs are recognised, valued and responded to appropriately.

### **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:

**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 Behaviours for the role.
- Basic numeracy and literacy skills to read and understand procedures, instructions and to undertake as required routine administration tasks accurately.
- Able to view the Centre/Village 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.
- Able to demonstrate a commitment to diversity and the achievement of equality of opportunity in both employment and service delivery.

**Date updated: 02/02/23**