



JOB DESCRIPTION

Job Title	General Assistant - Housekeeping
Location	QVSR
Reporting to:	Accommodation Services Manager
Position Type:	Permanent, 3-month FTC, Casual
Hours of Work:	Varied, will include weekends depending on contract

Role Overview

The role of the General Assistant – Housekeeping is to perform general cleaning duties throughout the QVSR building, helping to promote a high level of cleanliness and hygiene.

Key Duties & Responsibilities

- Cleaning and tidying resident rooms as directed by the Accommodation Services Manager.
- Undertaking deep cleaning of rooms as directed by the Accommodation Services Manager.
- Changing the linen in each room on a weekly basis or as directed by the Housekeeping Team Leader.
- Cleaning and maintaining resident and staff toilets and bathrooms to a high standard.
- Cleaning and keeping tidy all communal areas including (but not exclusive to) corridors, residents lounges, Burnham Activity Centre (Café Maritime), Emery Hall, Chester Room, Chapel, reception area and foyer.
- Undertaking all aspects of cleaning within QVSR including vacuuming, hard floor mopping, polishing, dusting, wall washing, and upholstery cleaning.
- Ensuring toilet rolls and paper towel and soap dispensers are replenished as required.
- Assisting with the QVSR laundry ensuring the room is always kept clean and tidy.
- Reporting any equipment faults and breakages daily to the Housekeeping Team Leader along with any resident issues (e.g. soiled or wet beds, cluttered rooms, cooking appliances, prolonged absence of residents, etc.)
- Keeping all cleaning equipment in a working, safe and hygienic condition.

Other Duties

- Assisting the Accommodation Services Manager to ensure that the residents' laundry facility is in a working and safe order.
- Providing cleaning assistance as required for QVSR functions, meetings and events.
- Assisting in cover arrangements during the absence or leave of other members of the housekeeping team.
- Undertaking any other additional duties which are reasonably commensurate with this post.

Competencies

Knowledge

- Knowledge of Health and Safety Regulations
- Knowledge of COSHH

Experience

- Experience of cleaning duties and cleaning in a residential home, office or schools
- Experience of domestic cleaning

Skills

- Good verbal and written communication
- Ability to use initiative
- Teamworking skills
- Caring, sensitive, respectful approach to older people and vulnerable adults
- Excellent attendance at work
- Flexibility

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.