**JOB DESCRIPTION – HOUSEKEEPING ASSISTANT**

JOB TITLE: Housekeeping Assistant

DEPARTMENT: Housekeeping

RESPONSIBLE TO: Senior Housekeeper

HOURS OF WORK: To be discussed.

PURPOSE OF THE JOB:

To assist in the operation of an efficient housekeeping department, maintaining a high standard of service, cleanliness, and customer satisfaction.

MAIN RESPONSIBILITIES

1. To assist with the cleaning and monitoring of all bedrooms and public areas.
2. To carry out duties within the laundry department including the washing, drying and storage of linen.
3. To assist in the preparation of bedrooms and public areas for incoming retreats and service users.
4. To assist, monitor and report all issues with regards to Health and Safety.
5. To attend regular meetings with the Head of Department.
6. To have a full knowledge of all types of cleaning equipment including vacuum cleaners.
7. To assist in the monitoring and storage of all cleaning supplies and equipment.
8. To be polite, helpful, and courteous at all times when speaking to and making contact with all guests.
9. To assist in the control system of lost property.
10. To attend relevant training courses on the request of the management team.
11. To carry out any other duties required for the efficiency of the department.

HYGIENE, HEALTH AND SAFETY

1. Ensure adherence to all Alton Castle and Statutory Health and Safety and Hygiene regulations, including COSHH, Manual Handling and Food Hygiene.
2. Ensure that the correct standards of dress and cleanliness of work areas are maintained at all times.
3. Ensure all accidents, near accidents or equipment faults are reported at all times.

FIRE

1. Ensure full knowledge, observe, and implement procedures of fire prevention and evacuation.

CUSTOMER RELATIONS

1. Ensure that the correct image and standards are maintained at all times.
2. Deal efficiently with all guest queries and complaints, ensuring that good guest relations are maintained.

TRAINING

1. You will, as part of your job be required to attend training courses. You must attend Alton Castle training sessions and statutory training sessions as and when required.

This job description is not exhaustive due to the particular requirements of a residential centre, therefore, from time to time you may be requested to carry out additional tasks as requested by members of management.