



job description

Job Title: Housekeeping Assistant

Reports to: Housekeeping Manager / Housekeeping Team Leader

Job Purpose:

As a Housekeeping Assistant you will ensure that the guests receive a great first impression on centre. You will be responsible for ensuring high customer service levels are delivered at all times while ensuring that staff and guests reside and work in a clean and presentable environment on a day to day basis.

Key Objectives:

Objective 1: To ensure that centres are kept clean and presentable.

- Preparing guest rooms for their arrival, including bathrooms, vacuuming, dusting and changing beds.
- Ensuring the cleanliness and upkeep of sanitation facilities on a day to day basis (toilets, showers and changing areas).
- Ensuring front of house and communal areas are clean and tidy on a day to day basis.
- Upkeep of high standards of centre presentation and appearance.
- Proactively identifying areas of attention and referring these to the Housekeeping/Maintenance Manager.

Objective 2: To use equipment and chemicals safely.

- To undertake Health and Safety training in COSHH (use of cleaning Materials).
- To undertake Manual Handling training (Lifting and pulling).
- Correct use and storage of all chemicals and equipment.
- Carrying out stock takes of cleaning materials and informing line managers immediately of any shortages.
- To ensure the guest linen is clean and stocked properly.

Objective 3: Provide a high level of customer service by maintaining standards

- Maintain a professional image by being polite, helpful and courteous always
- Respond to customer comments and complaints in a positive and proactive manner
- Upkeep of high standards of cleanliness and hygiene within the department
- Adherence to all health and safety regulations overall
- Adhere to environmental standards

Objective 4: Assist with centre specific duties associated with a residential children's activity centre.

- Assist in other departments as required (Catering, Maintenance and Retail).



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- Assist at other centres across the PGL estate as required.
- Residential staff may be required to cover an overnight on-call Emergency Assistant shift on a rota basis.
- Attending training courses as directed by your line manager.

Personal Specification

Qualifications / Experience:

	Essential	Desirable
Basic English language	✓	
Previous housekeeping experience		✓

Competencies:

Maintains a positive and cheerful attitude with customers
Is approachable
Understands the impact of own behaviour on others
Support team mates in the development of their skills
Uses appropriate verbal and non-verbal language
Chooses the appropriate method of communication considering the needs of the audience
Daily tasks and activities are completed on time and to the required standard
Follows pre-set procedures when required
Prioritises tasks effectively to ensure priority items are completed
Actively seeks opportunities to develop own skills and knowledge
Goes the "extra mile" when required
Complies with all relevant policies and procedures
Is punctual and present for work

Additional Information:

Right to Amend The company reserves the right to amend the job description in consultation with the member of staff to reflect changes in the role.

Safeguarding of Children Due to the nature of the role, all Housekeeping Assistants employed by PGL are required to obtain satisfactory enhanced checks from the Disclosure and Barring Service (DBS) or a Protection of Vulnerable Groups Check (PVG), which PGL will pay for. Additionally all PGL staff will need to have received two satisfactory references prior to starting employment.

You have a duty to report any safeguarding concerns through the appropriate channels throughout your employment with PGL.