



job description

Job title: Housekeeping/Retail Assistant

Reports to: Housekeeping Team Leader/Manager

Job purpose:

As a Housekeeping/Retail Assistant you will be part of a domestic/retail team which ensures our Housekeeping and Retail departments are professionally run operations. Duties will be shared between Housekeeping and Retail activities, dependant on the centre. You will ensure that high standards of customer service are delivered; you will be responsible for the presentation of centre facilities on a day to day basis and in conjunction with the Retail Lead, the accounting of all retail monies and stock are accurate.

Key responsibilities:

1. Housekeeping Duties

- Prepare guest accommodation, communal areas and staff accommodation to the highest standards of cleanliness, sanitisation and presentation
- Assist with keeping the centre clean, tidy and presentable.
- Ensure that all chemicals are used and stored in an appropriate way following training and COSHH guidelines.
- Assist with laundry duties where applicable – making beds, sorting linen, using internal laundry
- Carry out stock takes of cleaning materials when directed.
- Proactively identify areas for attention and refer them to the Housekeeping Manager, Team Leader, Maintenance department or guest care, following up where issues repeat.
- Maintain a high level of customer service when dealing with guests.

2. Retail Duties

- Maintain excellent customer service when serving and dealing with guests
- Keep the shop and vending machines well presented with well stocked and effectively displayed merchandise
- Operate the cash register with accuracy, ensuring sales and taking balance at all times
- Ensure stock and cash handling is in line with company policy at all times
- Keep the shop and stores clean, tidy and presentable.

3. Assist with centre specific duties associated with a residential children's activity centre

- Assist in other departments as required (Catering, Housekeeping and Maintenance).
- Ensure all Health and Safety and Safeguarding Standards are complied with
- 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.



person specification

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Key competencies:

Competency statement	Competency Area
Takes responsibility for the delivery of an exceptional customer experience	Customer Focus
Works to create and maintain a culture of mutual support	Team Working
Communicates appropriately and effectively with others	Communication
Produces quality work within budget which consistently meets due dates and deadlines	Delivering Results
Makes sound decisions based on knowledge, experience and available information	Decision Making
Adopts a positive attitude to change. Recognises that change is necessary.	Manages Change
Is aware of the impact of own behaviour on others	Managing Self
Manages own time and workload effectively to focus on best value activities	Managing Self
Reviews own performance and skills against the needs of the role. Actively seeks, and participates in, opportunities for development	Managing Self
Acts in a manner that supports the values of the organisation and benefits our reputation	Commitment & Values

Relevant experience:

	Essential	Desirable
Experience of working in a customer service role	✓	
Previous retail experience		✓

Relevant qualifications:

	Essential	Desirable
GCSE Grade D (or equivalent e.g. Functional Skills Level 1) or above in maths.	✓	

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 this role, PGL are required to obtain satisfactory enhanced checks from the Disclosure and Barring Service (DBS), 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.