

The Sussex Beacon

Job Description

Job Title: Housekeeper

Location: The Sussex Beacon

Hours: Various

Internal Relationships:

- Responsible to: Facilities Manager
- Good working relationships with all staff and volunteers at the Beacon.

Summary of Primary Functions of the Job / Role Purpose:

- To support and assist the Facilities Manager and Housekeeping Team members, in the day to day cleaning and laundry services within the Housekeeping department. Ensuring the agreed quality standards of cleanliness and hygiene are met in line with local policy.

Key Result Areas / Specific Duties and Responsibilities:

Main task areas

- Task areas include the cleaning of clinical, administrative and support services – to include client areas, offices, toilets, bathrooms and communal areas.
- To undertake laundry duties as and when required, including processing of soiled laundry and ironing.
- The Housekeepers will take individual responsibility for ensuring a safe and healthy environment for self and others as required by H&S legislation and local policy. This is not an exhaustive list and the postholder will be expected to demonstrate a reasonable level of flexibility in accordance with the needs of the Beacon and its clients.

Client Focus

- To provide a high quality cost effective housekeeping service.
- To ensure customer (staff and client) satisfaction with standards delivered, via questionnaires, word of mouth and regular reviews.
- Ensure safe practices are adhered to at all times.
- Liaising effectively and empathetically with clients and visitors.

Integrity/ Effective Use of Resources

- To ensure that high standards of hygiene are maintained within the Sussex Beacon.
- Ensure effective use of own time and skills and those of colleagues.
- Effective use of equipment provided.
- Accurate and timely record keeping as required by organisational policies and procedures.

Commitment to Learning and Development

- Being aware of own training needs and discussing with own manager.
- Keeping up to date with job knowledge and skills.
- Honest, clear and realistic expectations of self and colleagues in both personal and professional aspects.

Teamwork and Flexibility

- Operates as an effective team member within Housekeeping Department, Facilities Department and wider organisation.
- Recognising and utilising everyone’s skills to benefit the organisation.
- Participates in team meetings and helping to keep everyone informed.

Respecting Diversity

- Treats everyone – colleagues, clients, visitors – with respect and dignity.
- Respecting others differences and being sensitive to everyone’s needs.
- Developing and appropriately maintaining professional boundaries with clients and colleagues.

General

- Must be fit to undertake the requirements of the role
- Must be able to interact effectively and responsively with other departments and staff
- To demonstrate an empathetic, confidential, tolerant and understanding approach to the needs of the clients.
- To make use of managerial support and supervision, and to access appropriate training and development opportunities.
- To work as a part of The Sussex Beacon Team
- To work in accordance with The Sussex Beacon policies and procedures.
- To undertake any other duties that may within reason be required from time to time.

This list is not exhaustive and the post holder will be expected to demonstrate a flexible approach and the ability to carry out the responsibilities of the role in accordance with the needs of the Sussex Beacon.

The post holder may be required to carry out other tasks within the remit of this role and the Sussex Beacon reserves the right to adapt this job description in consultation with the post holder.

Job description prepared/updated by: Date

Manager

Signature of post holder: Date