**The Sussex Beacon**

**Job Description**

**Job Title: Housekeeper Location: The Sussex Beacon**

**Hours: Bank Contract: Bank**

**Salary: £9.30 per hour**

**Internal Relationships:**

* **Responsible to: Head Housekeeper and Operations Manager**
* **Good working relationships with all staff and volunteers at the Beacon**

**Summary of Primary Functions of the Job / Role Purpose:**

To support and help 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 daily, 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 post holder will be expected to demonstrate a reasonable level of flexibility in accordance with the needs of the Beacon and its clients.
* Help in organising weekly rotas, including holiday cover, cleaning logs, timesheets
* Help in ordering of Housekeeping products
* Assist with stock taking
* Working within Housekeeping Budget
* Assist in doing monthly Audits and recording of findings
* Liaising with infection control team (IPU) and attending regular meetings

**Client Focus:**

* To provide a high quality, cost effective housekeeping service.
* To ensure customer (staff and client) satisfaction with standards delivered
* 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 those of colleagues.
* Effective use of equipment provided.
* Accurate and timely record keeping as required by organisation policies and procedures.

**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.

**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.

**General:**

* Must be fit to undertake the requirements of the role
* Must be able to interact effectively and responsively with other departments
* 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 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 ………………………

**The Sussex Beacon**

**Person Specification (role requirements)**

**Job Title:** Housekeeper **Location:** The Sussex Beacon

**Essential Criteria:**

**Key Skills and Competencies**

* A flexible approach
* Empathy towards the issues of HIV
* Meticulous and conscientious approach to work

**Attitude and approach**

* Commitment to delivering a high-quality service
* Strong team working orientation
* Ability to work and apply rules and regulations with tact and diplomacy
* A proactive approach to all areas of work

**General**

* Must have an understanding of confidentiality.
* Be prepared to work unsocial hours
* Honesty and integrity
* Commitment to equal opportunities and ability to work within a diverse culture

**Desirable:**

**Experience**

* Experience in a similar role helpful but not essential as full training supplied
* Experience of working within a charitable environment, preferably within a hospice environment or a health charity.