

ST GEORGE'S PARK

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JOB DESCRIPTION

Job Title:	Housekeeper
Reporting to:	Hospitality & Catering Manager
Job summary:	To ensure St George's Park Retirement Village is kept clean and maintained at a high standard at all times.

Main Duties:

- To thoroughly dust and vacuum all the corridors and stairwells of all the communal blocks on a daily basis.
- To clean all the areas in St Rafaels Court.
- To clean the 5 guest suites when required, ensuring a high standard is maintained at all times.
- To thoroughly mop, dust and vacuum in Maes Court, including the front reception area, corridors, toilets, all rooms on the second floor and dusting the stairwells.
- Test the swimming pool chlorine levels in staff absence.
- Cleaning the toilets and changing rooms within the health suite areas, ensuring correct Health and Safety procedures are followed.
- Wash and iron staff uniform on a weekly basis.
- Replenish soap and toilet paper in toilets and ensure the floor counters and fixtures are properly disinfected.
- Shampoo the carpets using the carpet cleaner on a weekly basis.

General

- To identify and participate in appropriate training in order to maintain the requirements of the post, including Health and Safety.
- To act in a responsible manner at all times.
- To build effective relationships that are respectful and supportive with residents, visitors and other staff.
- To welcome new temporary or permanent staff and assist with their operations as requested.
- To attend and contribute to staff meetings as required.
- To comply with Home Dress Code at all times.

- To provide the highest quality service, incorporating best standards and practices and to work to continually improve standards promoting the Organisation to their clients and contacts.
- To undertake any other duties that might reasonably be required by the Hospitality and Catering Manager.
- To adhere to all Health and Safety procedures, including COSHH regulations.

Administration:

- To report any damaged equipment, hazards or Health and Safety issues that requires maintenance to the Maintenance Technician or Hospitality and Catering Manager without delay.
- To ensure the stock level is checked on a regular basis and stock is ordered when required.
- To be aware of the guidelines relating to the use of the cleaning schedule checklist, to be completed daily and returned to the Hospitality and Catering Manager.

Equality & Diversity

The post holder must comply with the Organisations equality and diversity policies and procedures and is willing to make a positive contribution to promotion and implementation.

Confidentiality

Post holders are required to observe strict and complete confidentiality regarding information obtained during their duties.

Note: No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.

Personal Specification

Work Experience	Essential – at least 1 years' experience working as a cleaner
Special Aptitude/Skills	Good interpersonal skills Able to work within a team and unsupervised Good verbal communication skills Good organisational skills and the ability to work in a tidy and clean manner Ability to be confident at all times Willingness to train in order to meet the requirements of the job role. Basic understanding of use of cleaning chemicals and COSHH. To follow instructions and guidelines To maintain a positive attitude towards residents, colleagues and visitors.