

# Job Description

## Housekeeping Team Member

<b>Position:</b> Housekeeping Team Member	<b>Department:</b> Housekeeping	<b>Reporting to:</b> Housekeeping Supervisor
<b>Salary:</b> £23,795.20	<b>Contract:</b> Permanent	<b>Hours per week:</b> 37.5 ( 5 days out of 7)

**Job purpose:** To ensure day to day cleaning of guest bedrooms ensuring that the needs of the business are met in line with brand and company standards and legal requirements.

### Role Competencies:

#### **Planning Timescales:**

- To work within the parameters of the room cleaning schedule

#### **Decision Making:**

- To make associated decision within parameters of the role

#### **Impact and Influence:**

- Assist other departments wherever necessary and maintain a good working relationship

#### **Skill Level:**

- To ensure the proper usage of chemicals/cleaning supplies, machinery and departmental linen. To have full knowledge and understanding of all the chemical products utilised, their storage and the disposal of all toxic products
- Comply with brand standards, health and safety, fire and control of substances hazardous to health regulations

#### **Communication:**

- To report any missing or damaged items and required maintenance work
- To report any left items in line with the lost property procedure
- Carrying out guest requests in a timely manner

#### **Budget Management:**

- To ensure waste of products and sundries is kept to a minimum

#### **Lead and Develop:**

- N/A for this role

#### **Operating Parameters:**

- To clean and finish guest bedrooms and bathrooms line with brand standard
- To carry out guest requests
- To drive the guest experience by reporting of any maintenance defects
- To carry out cleaning of the hotel public areas in line with brand standard
- Ensure all equipment inside and around the guest bedroom is in working condition
- Washing, drying and finishing bedroom and food and beverage linen as well as guest laundry
- To carry out any reasonable request required by hotel management and hotel guests. This role may extend to deep and periodical cleaning of bedrooms and public areas, moving clean linen and guest supplies to the

housekeeping stores and soiled linen and waste to the laundry and bin areas. Changing of bedroom and bed configurations and receiving, checking and transporting housekeeping deliveries within the hotel as well as processing bedroom and food and beverage linen and guest and staff laundry

#### **Essential Criteria**

- Verbal communication skills -
- Attention to detail
- Ability to work in a team and on own initiative
- Good timekeeping
- Be capable of lifting and moving heavy loads

#### **Desirable Criteria**

- Knowledge of cleaning
- Knowledge of COSHH

This role involves long periods of standing and walking together with heavy lifting. Industrial cleaning equipment and chemicals are involved in this job. Full training will be provided.

**Safeguarding** - We are committed to safeguarding and protecting children and young people (CYP) and at-risk Adults (ARA) Our expectation is that you will fully accept your responsibility for the safety and welfare of all CYP and ARA by being fully conversant with all our safeguarding policies and reporting anything that does not appear to be correct. The post may be subject to an enhanced DBS check and yearly self-declarations.

**Equality and Diversity – must be able to demonstrate** that equality, diversity and inclusion will be maintained and developed across all programmes and areas of the business.

Competency Total:

Level