



AMPLEFORTH COLLEGE

## Housekeeping Assistant

### Job Description

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To be part of a team responsible for the efficient delivery of a high quality, customer-oriented, housekeeping service, that meets the needs of the students, staff and visitors of the College. Assisting colleagues in the delivery of a first-class service supporting as required in other areas of the college and teams within the housekeeping remit. Carrying out duties in the most cost-effective and efficient way, you will follow all legislation, as well as our own policies and procedures, relating to working with children, safeguarding, and Health and Safety.

#### Core Duties

- Working as part of the housekeeping team providing an efficient and effective service to students, staff and visitors to the college, understanding their needs and working to meet these wherever possible.
- Report any safeguarding concerns immediately including the reporting of any contraband found in the school during the daily activities.
- Maintaining the daily cleanliness of all areas carrying out work activities in adherence to the area specific cleaning schedule or rota.
- Tasks to be undertaken include but not limited to: daily waste removal/segregation, damp dusting, polishing, hoovering, mopping, internal glazing in public areas, common rooms, chapel, studies, etc
- Maintain high standards in all hygiene areas, toilets, wash basins, showers including shower walls/cubicles, mirrors, ledges, shower drains, shower heads fixtures and fittings. Replenish paper products.
- Ensure kitchens are cleaned after breakfast service, and breaks. Washing up both mechanical and hand washing. Clearing down work surfaces, cupboards, ovens, and fridge/freezers. Daily sweeping/mopping of floors.
- The cleaning of bedrooms/dormitories classrooms, as per schedule/rota including waste removal, damp dusting of surfaces, light fittings, hoovering, ledges and sills and (hygiene areas in ensuite rooms)
- Deep cleaning of all areas outside of term time (includes movement of furniture within own capability, wall washing, hoovering, carpet cleaning, cleaning of fixed glazed units, high level dusting and cleaning of walls including showers)

- Preparation of houses/main school areas in ready for Easter/Summer groups arrival which includes a deep clean, making beds in each room in the boarding houses in ready for the guests.
- Support letting groups during their visit carrying out service visits during their stay and the full turnaround of houses within the agreed timeframe following their departure. Which includes a full clean of all areas, beds stripped and re-made.
- Oversee the bagging of laundry for collection and sorting on return.
- Deliver standards of Housekeeping in line with the Service Level Agreement auditing score rating of 80% +
- Self- management to ensure best use of time and resources.
- Carrying out weekly Low Use Flushing recording it appropriately supporting in the management of legionella taking tap temperatures and the cleaning and chlorination of shower heads
- Reporting of breakages, accidents and near misses
- Follow all company policies.
- Always working in a safe manner.
- Maintaining sufficient stock levels of chemicals and consumables
- Pre-start checks on equipment to ensure personal safety and the safety of others in the area.
- Adherence to Safe Systems of Work, PPE, COSHH, Risk Assessments and Manual Handling
- Assisting colleagues in the delivery of a first-class service supporting as required in other areas of the school and teams within the housekeeping remit.
- Attend appropriate training courses as necessary and as agreed with the Housekeeping Supervisor or Facilities Manager
- To carry out additional tasks as instructed by the Housekeeping Supervisor or Facilities Manager

## **PERSON SPECIFICATION**

### **Essential Qualifications and Experience**

- Worked in a high volume, fast paced environment such as within education, restaurants or hotels.
- Have a genuine passion for delivering excellent customer service.
- Ability to prioritise workload as necessary to meet the demands of the department.
- Awareness of Health & Safety in the workplace.

### **Desirable Qualifications and Experience**

- Experience in a variety of roles in the housekeeping industry.
- Good level of basic numeracy, literacy.
- Full driving licence due to location.

### **Essential Skills**

- Excellent interpersonal skills
- Excellent written and oral communication skills
- Excellent customer service skills
- Ability to follow direction and see tasks through to completion

### **Essential Abilities**

- Good time management
- The ability to prioritise effectively, and manage workload to meet demands and deadlines – multi tasking.

### **Personal Qualities**

- Ability to take initiative, a self-starter.
- Smart and professional appearance always.
- Good communication and interpersonal skills with the ability to inspire confidence and form relationships.
- Eye to detail always ensuring the highest level of service.
- Ability to continually update one's own professional knowledge.
- Ability to work the required hours of the role.