**Purpose:** The post holder will implement high standards of housekeeping and customer service for patients, visitors and other hospital procedures.

**The post holder will:**

* Work collaboratively with all departments ensuring patient areas are available whilst being sensitive to patients needs
* Adhere to all infection control policies and procedures
* Comply with COSHH regulations
* Provide all departments with sufficient linen, monitor returns and keep up to date records
* Uniform provision - take employee measurements, check stock, order, allocate and keep up to date records
* Ensure all documentation regarding cleans is completed accurately
* In house stock ordering (consumables)

**Role Profile – Housekeeping Assistant**

**Key Result Areas**

* Undertake a range of routine work procedures, which may require the use of initiative
* Ensure all goods that are received, issued and distributed are in line with hospital policies
* Maintain minimum and maximum stock levels
* Ensure that the highest standards of the housekeeping is maintained in all areas
* Excellent communication to all our customers
* Provide a clean and hygienic welcoming environment

Be Caring
• We know what we do matters
• We’re proud and enjoy what we do
• We promote a culture of care, respect compassion and wellbeing
• We protect the mutual ethos
    Be Connected 
• We collaborate and share across teams, departments and the business
• We listen to understand each other and our member’s needs
• We support one another by having open and honest conversations
• We recognise that we’re stronger together
Be Brave
• We embrace change 
• We challenge and ask ‘why’ as well as  ‘why not’
• We always want to learn
• We are not afraid of trying new concepts and ideas
      Be Smart
• We approach problems with a solution mind-set
• We actively seek to improve and be better and we learn from our mistakes
• We spend members money wisely
• We’re invested in the future of our business


**Skills and Experience**

* Housekeeping experience
* Proven ability to undertake multiple tasks and prioritise workload
* Must be able to work alone or as part of a team
* Flexible and adaptable to meet the needs of the organisation
* Positive attitude
* Demonstrate initiative
* Excellent communication skills
* Strong patient-centred approach
* Diplomacy and tact

**Measurement**

* Comply with standard operating policies and procedures of work within the housekeeping department
* Be familiar and work in line with the hospital values
* Performance against agreed objectives and targets as agreed within the Performance Development Review

**Values**

**Departmental Structure**

Housekeeping Manager

Housekeeping Coordinator

Housekeeping Assistant

|  |  |
| --- | --- |
| **Role Holder’s Signature** |  |
| **Date** |  |