**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



**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** |  |