



Job Title: Housekeeping Assistant  
Reporting To: Housekeeping Supervisor

Principal Purpose of Role:

The Housekeeping Assistant position plays a vital role at Bluestone by ensuring that lodges are cleaned to a high standard. The role acts as a support for the area Supervisor and area team, ensuring that all policies and procedures are adhered to.

**KEY RESPONSIBILITIES:** (the duties and tasks outlined are not intended to be exhaustive and other duties may be required from time to time):

General:

- Promote and ensure the good reputation of Bluestone
- Ensure that all information of a confidential nature gained in the course of duty is not divulged to third parties

Notify the Housekeeping senior team, as soon as possible of your inability to report to duty for all periods of absence (in accordance with the Attendance Management Procedure)

Specific:

- To ensure the overall cleanliness and hygiene of designated lodges is maintained to the highest standard at all times.
- To follow the Bluestone General Assistant procedures and ensure that consistently high standards achieved
- To maintain high levels of customer care through positive engagement with Bluestone guests
- To attend training in particular, COSHH related training, ladder and manual handling training
- To complete disability awareness training
- Attend mandatory training days/courses, on or off site, as and when required
- Maintain professional knowledge and competence

Health & Safety

- Adhere to Bluestone's disposal of waste policy
- Report immediately to the Housekeeping Manager or Duty Manager, any illness of an infectious nature or accident incurred by a guest, colleague, self or another
- Understand and ensure the implementation of Bluestone's Health and Safety Policy and Emergency and Fire Procedures
- Report to the Accommodation Services Manager, or Duty Manager, any faulty appliances, damaged furniture, equipment or any potential hazard
- Promote safe working practice



**EXPERIENCE/KNOWLEDGE / SKILLS / UNDERSTANDING:**

Essential:

- Previous experience of working in an environment with quick turnaround times
- Ability to work unsupervised/to use own initiative
- Ability to respond to emergency situations in an effective manner

Desirable:

- NVQ 2 in Housekeeping
- COSHH related qualification

**PERSONAL ATTRIBUTES / COMPETENCIES REQUIRED FOR POST HOLDER:**

- Customer Focused
- Excellent personal presentation.
- Positive “can-do” attitude.
- Willingness to learn and take on board new skills
- Good approach to work and towards others
- Willing to deliver exceptional customer service and an awareness of your impact on the customer experience
- Flexible to the role, punctual and reliable
- Able to plan and organise workload
- Willingness to take personal responsibility