


Doc No:	HK-JD-046	Housekeeping Assistant Job Description	
Rev No:	REV6		
Created:	08/11/2018		
Last Review:	05/06/2024		

Job Title:	Housekeeping Assistant
Reporting to:	Housekeeping Supervisor/Senior Housekeeping Team

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:

- To acknowledge and promote the Company culture.
- To always exhibit a professional attitude.
- Notify line manager as soon as possible of your inability to report to duty for all periods of absence (in accordance with the Attendance Management Procedure).
- You may be required to carry out other tasks within your department and within other departments which naturally fall within the reasonable expectations of the post.
- To always follow Company Health and Safety procedures.
- Ensure that all information of a confidential nature gained in the course of duty is not divulged to third parties.
- Promote and ensure the good reputation of Bluestone.
- The housekeeping service plays a vital role at Bluestone by ensuring that a pleasant safe, welcoming and clean environment is always provided to guests. By maintaining high standards of cleanliness, we will ensure the comfort of our guests, positive recommendation and repeats visits.

SPECIFIC:

- People**
- 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.
 - Ability to adapt to changes in work rota/location on site.
- Product**
- To ensure the overall cleanliness and hygiene of designated lodges is always maintained to the highest standard.
 - To follow the Bluestone Housekeeping Assistant procedures and ensure that consistently high standards are achieved.
 - To maintain high levels of customer care through positive engagement with Bluestone guests.
 - Maintain professional knowledge and competence.
- Profit**
- To ensure equipment is maintained and looked after.
 - Report any faults to your Line Manager.
- Planet**
- To ensure that all tasks are carried out in a sustainable manner, adhering to our Corporate Responsibility policies.

- Health & Safety**
- Adhere to Bluestone’s disposal of waste policy.

Doc No:	HK-JD-046	Housekeeping Assistant Job Description	
Rev No:	REV6		
Created:	08/11/2018		
Last Review:	05/06/2024		

- 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

- Cleaning experience
- Previous experience of working in an environment with quick turnaround times.
- Knowledge of general methods of cleaning.
- Ability to work unsupervised/to use own initiative.
- Ability to respond to change in an effective and timely manner.
- Must be available to work Mondays and Fridays (changeover days).

Desirable:

- Previous paid employment in a housekeeping role.

PERSONAL ATTRIBUTES:

- Resilient.
- 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 for own work areas.