

Job Title: Housekeeping Assistant

Reporting to: Housekeeping Supervisor/Senior Housekeeping Team

Reporting into: N/A

What you'll be doing:

At Bluestone, our Housekeeping Assistants play a key role in creating memorable experiences by ensuring lodges are immaculately clean, safe, and welcoming for our guests. Guided by our values, policies and procedures this role supports the housekeeping team in maintaining high standards, fostering teamwork, and delivering exceptional service that exceeds guest expectations.

Key Responsibilities:

General:

- Actively demonstrate and promote Bluestone's company culture, core values and behaviours.
- Adhere to Bluestone's company policies and procedures.
- Follow all company Health & Safety and fire procedures.
- Report faulty equipment, potential hazards, or maintenance issues to the relevant manager in a timely manner.
- Notify your line manager of any absences in line with the Absence Management Procedure.
- Ensure compliance with recycling and environmental initiatives.
- Contribute to an inclusive and accessible environment for guests and employees.
- Contribute to the positive reputation of Bluestone by exhibiting professionalism and discretion
- Participate in tasks across departments as required, supporting the overall success of Bluestone's operations.

Specific:

Genuine Care

- Create a welcoming and safe environment for all guests by maintaining high standards of cleanliness and hygiene.
- Show thoughtfulness and attention to detail in every task to ensure guests feel valued.
- Act with integrity and maintain confidentiality when handling sensitive information.
- Deliver consistently high-quality results by following Bluestone's Housekeeping procedures.
- Maintain a professional demeanour and ensure positive engagement with guests.
- Provide excellent customer service by being approachable and proactive in addressing guest needs.
- Contribute to the reputation of Bluestone as a destination known for exceptional cleanliness and service.
- Handle equipment with care and report any faults promptly to your Line Manager.
- Carry out all tasks in a resource-efficient and sustainable way, supporting Bluestone's Corporate Responsibility commitments.
- Adhere to all health and safety protocols, including waste disposal and emergency procedures.
- Report any hazards, damages, or infectious illnesses to the appropriate manager immediately.
- Promote and practice safe working habits to protect yourself, your team, and our guests.
- Contribute to in-house promotions and activities.
- Guest-focused approach to maintaining high standards and enhancing guest experiences.

True Ownership

- Take pride in your work, ensuring all cleaning tasks are completed to the highest standards.
- Clean and prepare lodges to the highest standards within designated timeframes.
- Ensure a consistent application of Bluestone's housekeeping procedures.

- Attend all required training, including COSHH, ladder safety, manual handling, and disability awareness.
- Be flexible and responsive to changes in rota or work location, contributing to the smooth operation of the department.

Grow as a Team

- Support and collaborate with your team to achieve shared goals.
- Help foster a positive and supportive working environment where everyone can thrive.
- Actively engage in learning opportunities to enhance personal and team development.

Skills and experience you will bring us:

Essential:

- Previous experience in cleaning or housekeeping roles.
- Ability to work efficiently under time constraints and handle quick turnarounds.
- Knowledge of general cleaning methods and techniques.
- Self-motivated, adaptable, and capable of working unsupervised.
- Availability on Mondays and Fridays (changeover days).

Desirable:

- Experience in professional housekeeping or similar environments.

Personal Attributes/Competencies Required:

- A positive attitude and resilience in a fast-paced environment.
- Commitment to delivering exceptional customer experiences.
- Punctual, reliable, and flexible to adapt to the needs of the role.
- Strong organisational skills with the ability to prioritise tasks effectively to meet deadlines.
- Willingness to learn and take on board new skills.
- Willingness to take personal responsibility for own work areas.
- Demonstrates genuine care for customers and colleagues.
- Takes ownership of tasks and resolves challenges effectively, showing initiative and accountability.
- Adhere to company standards for appearance, ensuring uniforms are clean and presentable.
- Effective communication skills, adaptable to various audiences.
- Ability to meet the physical demands of the job.