



# job description

**Job title:** Housekeeping Assistant

**Reports to:** Housekeeping Manager

**Award Classification:** Level 2 guest service grade 2

*At PGL, our purpose is to enrich young people's lives. We live by our values of Teamwork, Fun, Respect, Inclusivity, Quality and Safety.*

*Our people are at the heart of our company. We have a passion for exceptional service, and a love of what PGL has to offer. Our team are dedicated to offer the very best and safest experience to schools, families and our PGL colleagues – nothing is too much trouble!*

## **Purpose of the role:**

As Housekeeping Assistant, you will ensure that the guests receive a great first impression on centre. You will be responsible for ensuring high customer service levels are delivered at all times while ensuring that colleagues and guests reside and work in a clean and presentable environment on a day to day basis.

## ***What we'd like you to do:***

### **Ensure that centres are kept clean and presentable.**

- Preparing guest rooms for their arrival, including vacuuming, dusting and changing beds.
- Ensuring the cleanliness and upkeep of sanitation facilities on a day to day basis (toilets, showers and changing areas)
- Ensuring front of house and communal areas are clean and tidy on a day to day basis.
- Upkeep of high standards of centre presentation and appearance.
- Proactively identifying areas of attention and referring these to the Housekeeper/Maintenance Manager.

### **Use equipment and chemicals safely**

- To undertake Health and Safety training in COSHH (use of cleaning materials).
- Undertake Manual Handling training (Lifting and Pulling)
- Use correct Manual Handling techniques at all times
- Correct use and storage of all chemicals and equipment
- Carrying out stock takes of cleaning materials and informing line managers immediately of any shortages
- Ensure the guest laundry (including linen) is clean and stocked properly

### **Provide a high level of customer service by maintaining standards**

- Maintain a professional image being polite, helpful and courteous always
- Respond to customer comments and complaints in a positive and proactive manner
- Upkeep of high standard of cleanliness and hygiene within the department
- Adherence to all health and safety regulations overall
- Adhere to environmental standards



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## **Assist with centre specific duties associated with a residential children's activity centre**

- Assist in other departments as required (Catering, Maintenance and Retail)
- Assist at other centres across the PGL estate as required
- Attend training courses as directed by your line manager
- Other duties as required by the Housekeeper and within the scope and classification of this role

### ***A little bit about you:***

- Ideally you will have some housekeeping experience, such as vacuuming, making beds and dusting

### ***What we'd like from you:***

- You will take responsibility for the delivery of exceptional customer experience
- You like working as part of a team
- You are punctual for work
- Communicate appropriately and effectively with others
- Produces quality work which consistently meets deadlines and timeframes
- Gathers available information to understand factors that may influence the decision. Carefully evaluates each potential solution
- Adopts a positive attitude to change. Recognises that change is necessary
- Prioritises tasks effectively to ensure priority items are completed
- Complies with all relevant policies and procedures
- Adheres to safe working practices and procedures
- Demonstrates commitment and alignment to PGL Values

### ***We'll need you to have:***

Because children are so important to us here at PGL, we will need you to maintain a satisfactory Working with Children's Checks. We'll also need to have two satisfactory references before you start. During your employment with us you will have a duty to report any safeguarding concerns through the appropriate channels.

### ***Additional Information:***

#### **Performance Review**

- Regular assessment will be made of personal performance against agreed objectives and targets
- Annual plans & targets will be agreed with Housekeeping Manager
- Annual Appraisal conducted by the Housekeeping Manager

**Right to Amend** The company reserves the right to amend the job description in consultation with the member of staff to reflect changes in the role.