



JOB DESCRIPTION

Post Title: Housekeeping Assistant

Job Summary

As a member of the Housekeeping team, to keep all areas in the Rockdale House clean and tidy, and help with laundry, kitchen and dining room duties, and occasionally undertake cooking for residents.

Accountable to: Housekeeping Team Leader

Person Specification

Person Specification Criteria	Essential	Desirable
Education and Training		
GCSE in English and Maths		✓
Experience		
Previous experience of working in a similar environment		✓
An understanding of working in the charitable or not-for-profit sector		✓
IT Skills		
Good MS Office skills (Word, Excel, Outlook)		✓
General Skills and Abilities		
Excellent organisational skills	✓	
Good communication skills	✓	
Understanding empathy and treating people with kindness	✓	
Ability to work independently	✓	
Ability to work to deadlines with accuracy and attention to detail	✓	
Ability to work collaboratively as part of a team	✓	

Key Responsibilities

- To be committed to the principle that Rockdale House is the residents' home and that a resident's room is his/her private domain, and to respect and promote the residents' privacy, dignity, independence, freedom of movement and freedom of choice.
- To read, understand and implement the Association's Fire and Health and Safety policies.
- On a rota basis with other members of the Housekeeping team, to dust polish, sweep, vacuum and mop all areas of the House, as listed on the housekeeping schedule supplied and revised from time to time by the Home Manager.
- To work in the kitchen, prepare vegetables, wash up, clean kitchen areas and help with cooking, as required.
- To work in the dining room, help to serve meals to residents, lay-up and clear tables, clean dining rooms and small kitchens, restock cupboards and wash up as required.
- To launder house linen and residents' personal clothing and make and change beds.
- To be prepared to undertake other duties required from time to time by the Home Manager or Senior on duty.

TERMS AND CONDITIONS OF EMPLOYMENT- A separate contract gives full details

Competency Framework

The competence framework sets out skills, knowledge and behaviours in four main competence areas, providing a means to assess performance of the above duties and responsibilities.

Competence	Description	Behaviours
Communicating effectively, internally and externally	Engaging in written and oral communication that is clear, transparent, and responsive to the needs, experience and understanding of diverse audiences.	Communicate using appropriate styles, methods and timing to maximise understanding, impact and inclusiveness. Actively seek information from others to understand their needs and encourage them to access relevant information that will help them use services more effectively.
Working as a team	Working effectively with colleagues and using the diversity of the team to create a working environment which helps to achieve optimum performance and success.	Proactively contribute to the work of the whole team. Actively seek input from a diverse range of people. Be open to taking on different roles
Developing skills and knowledge	Keeping up to date with new processes and information in our individual role, seeking opportunities to develop, and taking responsibility for own individual personal development	Identify own skills and knowledge gaps to inform own development and discuss these with line manager Recognise and take time to achieve own learning and development objectives.
Delivering effective performance	Delivering timely performance with energy, taking responsibility and accountability for quality outcomes, and dealing with challenges in a responsive and constructive way	Focus on providing the right solution and keep relevant parties up to date on progress. Take responsibility for the quality of own work and keep line manager informed of how work is progressing. Take ownership of problems, remaining positive and focused on achieving outcomes despite setbacks.