

JOB DESCRIPTION

DOMESTIC ASSISTANT

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| Job Title | Domestic Assistant |
| Responsible to | Domestic Supervisor/Facilities Manager/ Regional Facilities Manager |
| Key Internal Contacts | Other staff within the Facilities Team Staff in other departments within the Centre Service Users within the Centre Staff in other Centres in the Region Central Office Staff |
| Key External Contacts | Visitors to site Suppliers and Contractors External Inspectors Neighbours, Local Retailers |

JOB PURPOSE

To provide the Centre with a high level of cleanliness and hygiene throughout the building

KEY TASK AREAS AND RESPONSIBILITIES

- To promote the good reputation of the Centre by cleaning all areas to the highest standards of cleanliness and hygiene
- To ensure all equipment and chemicals are used and handled correctly at all times, in accordance with manufacturer's instructions, COSHH regulations and health and Safety legislation. Use all supplies correctly and to minimising waste
- To carry out all daily and weekly routines together with any special cleaning duties as directed and necessary
- To support other members of the domestic team to look complete work that requires extra members of staff to complete the task
- To assist in the operation of the laundry where necessary
- To report all compliments, comments and complaints
- To report any defects, damage, theft, breakages or hazards
- To carry out all duties in a safe manner having regard for the health, safety and welfare of self, staff, Service Users and other persons on site

GENERAL

- Ensure awareness that the service operates to agreed budgets and contribute to keeping within these budgets as instructed
- Exercise vigilance in respect of Health and Safety and promptly report all hazards and/or remedying them where appropriate. Undertake all duties in a manner calculated to minimise or avoid unnecessary risks, personally or to others
- Report issues and/or incidents relating to staff and Service Users that have arisen in the day promptly to the relevant Line Manager or appropriate person
- Operate at all times in accordance with Company policies and procedures, with particular reference to Safeguarding, Child Protection, Whistleblowing, Complaints and Representations and Behaviour Policies
- Participate in training and take responsibility for personal development

- Participate in team meetings, supervisions and annual reviews in accordance with Company policy and the standards set by the Regulatory Body
- Work to promote the Centre as a valued, professional asset within its community and conduct themselves at all times in a manner that reinforces this image
- Ensure that all actions are in the interests of the Service Users and the Company.
- To work to and exhibit the values of the Company and maintain standards of behaviour in accordance with Company policies, procedures and practices
- To carry out any other reasonable and relevant duties as required

PERSON SPECIFICATION

DOMESTIC ASSISTANT

| | Essential | Desirable |
|--|-----------|-----------|
| Experience | | |
| Relevant experience of domestic duties | ✓ | |
| Experience of effective cleaning practices | ✓ | |
| Experience of Health and Safety guidelines | | ✓ |
| Skills, Knowledge and Aptitudes | | |
| Good working knowledge of domestic practices | ✓ | |
| Good knowledge of domestic duties including the use and storage of relevant products | ✓ | |
| Ability to work independently and as part of a team | ✓ | |
| Effective communication skills, verbal and written | ✓ | |
| Basic IT skills | | ✓ |
| Good organisational and time management skills | ✓ | |
| Qualifications and Training | | |
| Willingness to work towards other relevant qualifications as required | ✓ | |
| Undertake relevant group induction training on commencement | ✓ | |
| Other | | |
| Commitment to the values of the organisation | ✓ | |
| Driving licence | | ✓ |