



Job Description

Job Title:	Housekeeping Assistant
Accountable To:	Housekeeping Manager
Location:	Moddershall Oaks Country Spa Retreat

Our Vision

At Moddershall Oaks, we are dedicated to providing guests with a special place to be and all members of our team are expected to work positively to achieve our vision:

‘Be the best at everything we do by employing great people who make Moddershall Oaks a special place to be’.

Our Values

We have agreed a set of core values which define the standards and behaviours which we expect all employees to demonstrate:

- We are **Ambitious**
We are focussed on personal and business success
- We are **Caring**
We genuinely care about our guests and our colleagues
- We are **Creative**
We seek better ways of doing things and are empowered to deliver consistently outstanding service
- We are **Enthusiastic**
We are motivated to develop our skills and do our best for guests every day
- We are **Loyal**
We work as one team who are loyal to each other and the business

In return, Moddershall Oaks offers appropriate support, training and development within available resources to enable employees to make their best contribution.

Job Purpose

Ensure that all public areas of the property are presented to the highest standards of appearance and cleanliness. You must work proactively to utilise available resources, ensuring we provide excellent guest satisfaction and exceed productivity and cleanliness standards throughout the whole business, inside and outside when necessary.



Principal Accountabilities

1. Ensure all areas at Moddershall Oaks are presented to the same 5-star standard, in particular the spa, venue, deli and restaurant, but also including the guest accommodation, offices and MADE when required.
2. Dusting, hoovering, mopping of floors (with correct mop and bucket) and surfaces, paying attention to skirting boards, radiators, blinds, windowsills, kickplates, plants and other fixtures and fittings.
3. Clean all public and staff toilets including toilet brush and holder, sinks, mirrors and sanitary bins. Replenish toilet rolls, hand soap, moisturiser and other toiletries.
4. Clean changing rooms, wiping surfaces, mirrors, removing hair from grids and checking lockers.
5. Clean showers including removing any hair and checking toiletries are full.
6. Clean areas of the indoor spa including foot spas, heated loungers, experience shower, steam room and rasul.
7. Support with the processing and cleaning of laundry throughout the morning and also assist when required throughout the later parts of the day.
8. Iron venue linen to ensure good levels of stock are maintained ready for events.
9. Empty bins across the business including those in the restaurant, indoor spa, therapy, deli and relaxation lounge.
10. Check and clean soft furnishings, lifting and plumping cushions, tidying lounge beds, folding blankets and checking lanterns and windowsills for dead insects.
11. Complete daily and deep cleaning checklists, signing off each task as it is completed.
12. Be vigilant of all glass and mirrors, checking for dirty marks and handprints and cleaning them as you move through the property.
13. Cleaning of floor around the vitality pool using the Karcher machine, if properly trained.
14. Restocking of all chemicals, cloths and toilet rolls from the main store room ahead of the next shift to ensure staff on duty the following day has everything they need.
15. Ensure all equipment is well looked after, cleaned and returned to correct place after use.
16. Note any possible health and safety or maintenance issues and ensure they are immediately reported to a manager so that standards are maintained.
17. Assist in keeping operating costs to a minimum by efficient and responsible use of resources such as electricity (remembering to turn off lights and plug sockets), water, linen, cleaning materials, and other equipment.
18. Respond to any guest queries in a polite, helpful and responsive manner.



General requirements

- Work diligently within the best of your ability to ensure you meet the requirements of your job description
- Always seek to continuously improve
- Participate in internal/external meetings and training as required
- Positively participate in one to ones and appraisal
- Ensure that all relevant policies, procedures and working practices are adhered to at all times
- Work in accordance with Moddershall Oaks' culture, values, aims and objectives
- Act as a positive ambassador for Moddershall Oaks at all times when dealing with guests or representing the business
- Positively contribute to Moddershall Oaks team working environment, taking ownership of issues and supporting colleagues where appropriate
- Undertake any other duties that may be required from time to time

NB: This Job Description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only, and may be changed at management's discretion in the future. As a general term of employment, Moddershall Oaks may affect any necessary change in job content, or may require the post holder to undertake other duties, provided that such changes are appropriate to the employee's remuneration and status.

I confirm that I have read and agree to carry out the duties and responsibilities contained in this job description.

Name:

Signed:

Date:



Person Specification

Job Title: Housekeeping Assistant		
Criteria	Essential or Desirable	Method of Identification
Qualifications		
Health and safety awareness	Desirable	Application
COSHH qualification	Desirable	Application
First aid certificate	Desirable	Application
Proven Experience		
Experience of housekeeping or domestic work	Essential	Application
Experience of providing a high standard of service to customers	Essential	Application/interview
Experience of working as a positive team member, ideally in housekeeping or domestic work	Essential	Application/interview
Knowledge, Skills and Abilities		
Outstanding attention to detail	Essential	Interview
Knowledge of health and safety requirements	Desirable	Interview
Able to work as a motivated team member	Essential	Interview
Time management, able to achieve deadlines	Essential	Interview
Good verbal communication skills	Essential	Interview
Able to work on own initiative	Essential	Interview
Displays a caring and welcoming approach to guests	Essential	Interview
Willing to go the extra mile to make Moddershall Oaks a special place to be for guests	Essential	Interview
Other Attributes		
Able to work effectively within Moddershall Oaks core values framework	Essential	Interview
Able to work weekends and bank holidays.	Essential	Interview
Able to organise own transport to and from work.	Essential	Interview