

# Role Profile for Hospitality Assistant

<b>Job Title</b>	<b>Hospitality Assistant</b>
<b>Reports to General scope of post</b>	<p>Head Housekeeper / General Manager</p> <p>Accountable to the Head Housekeeper and General Manager for maintaining cleanliness and tidiness of the Home. Where specified, providing a laundry and catering service including assisting residents in maintaining independent living skills.</p> <p>To promote the philosophy of privacy, dignity, independence, choice, rights and fulfilment for all residents, treating everyone with respect and actively encouraging participation in activities of daily living within managed risk taking.</p>
<b>Key Accountabilities</b>	<ul style="list-style-type: none"> <li>• Ensure areas of the Home are kept safe, clean and tidy following good infection control processes. Assist residents in maintaining their own environments, but be responsible for ensuring en-suite areas are cleaned daily.</li> <li>• Ensuring that all cleaning equipment/materials are maintained in a safe, clean and efficient working condition. Reporting to the Head Housekeeper any defects or concerns. .</li> <li>• Wear protective clothing in accordance with COSHH and Health and Hygiene regulations and Infection Control guidelines.</li> </ul>
<b>Number of Direct Report</b>	This role has no direct reports
<b>Financial Responsibility</b>	This role has no financial responsibility
<b>Knowledge, skills &amp; Abilities</b>	<p>Must be able to demonstrate literacy and numeracy skills in the English language</p> <p>Basic IT Skills</p> <p>Willing to work towards NVQ 2 in Housekeeping</p>

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## Person Specification

<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<u>Qualifications</u> No formal qualifications Must be able to demonstrate literacy and numeracy skills	Willing to work towards Level 2 Diploma in Housekeeping
<u>General Aptitude</u> A liking for older people and the ability to relate to them in a sensitive manner. Pride in housekeeping provision	
<u>Motivation</u> A positive attitude and commitment to high standards of housekeeping	
<u>Specific Skills</u> Ability to work on own initiative and prioritise work schedules. Good communication skills	
<u>Interpersonal Skills</u> The ability to form positive relationships with colleagues	
<u>Team Skills</u> The ability to work as part of a team and to promote harmonious working relationships by recognising that everyone has a contribution to make	