



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.