



Cumberland Council

Post Specification

Date	January 2023
PG Number	1122
Post Title	Housekeeping Assistant
Job Family	Operations
Job Family Role Profile	OP3
Final Grade	Grade 4 (inc JWC's)

To be read in conjunction with the job family role profile

Service Area description	
Cumbria Outdoors	
Purpose of this post	
To assist in the organisation & the delivery of a high quality, cost effective and efficient housekeeping (catering & cleaning) service in line with Cumberland Council and Cumbria Outdoors standards and handbook.	
Key job specific accountabilities	
<ol style="list-style-type: none"> 1. Together with the Housekeeping Co-ordinator and other Housekeepers, deliver the planned catering and cleaning service, including basic maintenance in line with specified quality standards across all Cumbria Outdoors sites 2. Ensure that the housekeeping services provided meet all legislative requirements including health, safety & hygiene standards. 3. Ensure that customer feedback is sought and that information gathered is used to inform the continual improvement of service. 4. Cumbria Outdoors operates 7 days a week, therefore the post holder will be required to work at weekends and public holidays to meet service requirements. 	
Please note annual targets will be discussed during the appraisal process	
Key facts and figures of the post	
Budget Responsibilities	<ul style="list-style-type: none"> • None
Staff Management Responsibilities	<ul style="list-style-type: none"> • None
Other	<ul style="list-style-type: none"> • Kitchen equipment, machinery. • Cleaning materials, equipment washing machines and tumble dryers. • Public areas and bedrooms all sites. • Buildings and assets including locking up and security all sites.
Essential Criteria - Qualifications, knowledge, experience and expertise	
<ul style="list-style-type: none"> • Basic Food Hygiene Certificate or prepared to obtain. • Understanding of need for customer care • Understanding of the importance of cleanliness hygiene & security • Knowledge of setting and maintaining quality standards. • Nutritional special/specific dietary requirements knowledge. • Cooking/nutritional knowledge. • Awareness of the importance of working within a budget and controlling the use of resources e.g. adapting and reacting. • Experience in housekeeping and catering services. 	

- Previous experience of team working & working alone.
- Previous experience of managing own time.
- Nutritional special/specific dietary requirements experience.
- Literate & numerate.
- Sound personal organisational skills.
- Ability to manage working time effectively and efficiently.
- Ability & willingness to work across all centres to meet the needs of the specification.
- Ability to identify jobs that need done.
- Sets high standards of presentation, cleanliness and tidiness.
- Ability to promote and participate in team working or to work alone.

Desirable

- British Institute of Cleaning Science Proficiency Cert.
- First Aid at Work
- Flexible and willing to initiate change.
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Disclosure and Barring Service – DBS Checks

- This post requires a DBS check.
- The level of check required is:
 - DBS Enhanced – Children

Job working circumstances

Emotional Demands	<ul style="list-style-type: none"> • None
Physical Demands	<ul style="list-style-type: none"> • Normal driving e.g. travel between work locations. • Dexterity, peeling and chopping. • Food preparation & presentation. • Folding laundry. • Setting tables. • Making beds. • Moving furniture. • Measuring levels when using chemicals. • Working with hot water & dishwasher. • Changing light bulbs, high level cleaning. • Vacuuming, carpet cleaning. • Removing refuse and kitchen waste. • Normal driving e.g. travel between work locations. • Dexterity, peeling and chopping. • Food preparation & presentation. • Folding laundry. • Setting tables. • Making beds. • Moving furniture. • Measuring levels when using chemicals. • Working with hot water & dishwasher. • Changing light bulbs, high level cleaning. • Vacuuming, carpet cleaning. • Removing refuse and kitchen waste.
Working Conditions	<ul style="list-style-type: none"> • General buildings. • Outside areas hard surface brushing and cleaning • Kitchen based environment - temperature changes humidity.

Other Factors

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