

Job Description *Domestic Assistant*

Service:	Education and Children's Services	Team:	Lancashire Outdoor Education Service
Location:	Borwick Hall, Borwick, Carnforth LA61JU		
Salary range:		Grade:	Foundation Living Wage (FLW)
Reports to:	House Manager	Staff responsible for:	N/A

Job Purpose
Be an active member of the Centre's Domestic Team and to be responsible for daily cleaning within the centre, to ensure customer satisfaction and a high standard of customer care is achieved.
Accountabilities/Responsibilities
<ul style="list-style-type: none"> • Ensure a high standard of cleanliness and hygiene is maintained and adherence to Health and Safety regulations. • Cleaning and tidying of designated areas (bedrooms, public rooms, meeting and conference rooms, bathrooms, shower blocks, changing rooms, self-catering accommodation and climbing wall common areas. • Responsible for the removal of rubbish, emptying litter bins, vacuum cleaning, sweeping, mopping, polishing, dusting and where necessary, the use of powdered equipment e.g. vacuum cleaners, carpet shampoo machines etc. • Washing and drying of laundry. • To report necessary repairs and carry out as required. • In the absence of the House Manager, ensure all cleaning products delivered are checked for quality and against original order and stored appropriately. Maintain good stock rotation when storing. • Take an active role in the Domestic Team, including attending meetings and taking an active role in ensuring all aspects of Health and Safety are adhered to and reporting defects to the Site Manager. • To undertake other duties appropriate to running the accommodation of the centre including, weekend, evening and Bank Holiday working.
Other

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification **Domestic Assistant**

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications
Experience
<ul style="list-style-type: none"> • Some experience of working as a cleaner
Essential knowledge, skills & abilities
<ul style="list-style-type: none"> • Ability to work as part of a team • Flexible attitude to work • Ability to work in an organised and methodical way • Awareness of Health and Safety issues • Awareness of COSHH • Good interpersonal skills • Positive approach to customer care and service delivery • Commitment to undertaking relevant training and development • Assist with other centre and service needs as directed
Other essential requirements
<ul style="list-style-type: none"> • Commitment to safeguarding and protecting the welfare of children and young people. • Willingness to work occasionally outside of contracted hours (weekend, evening and Bank Holiday working). • Commitment to equality and diversity. • Commitment to health and safety. • Display the LCC values and behaviours at all times and actively promote them in others.

