

Housekeeping Assistant



Working with us is awesome!

We see first-hand the importance of focusing on the life in our days not the days in our life. As such we recognise that to be happy in life you need to feel supported, content, motivated, passionate and have fun in the work you do. So, with that in mind, we have flexible working arrangements to support the other things going on in your life. You will have a minimum of 35 days leave, including bank holidays, and an additional day off for your birthday (all leave is pro rata for part time staff). We have a broad range of special leave support ranging from adoption to pawternity leave (no that's not a spelling mistake; you have leave when getting a new pet!). We pride ourselves on our fair and transparent pay. In addition, we provide a contributory pension scheme as well as enhanced sick pay. Your wellbeing is essential. We provide an extensive wellbeing programme which includes a free employee assistance programme and a health cash plan. Your opinion also matters so we regularly ask for your input and feedback on how we can improve and on key organisational initiatives. We are here for the whole community, and we value the diversity everyone brings to our team. We want you to grow, so we will support you with your learning and development throughout your career with us. As a charity, we are all about pre-loved and sustainable retail and, at all our sites, we care about the impact we are having on our environment. The key thing though on why working with us is awesome is simple: you will make a difference to peoples' lives. You will enable care and support to be given to people when they are feeling at their most scared and vulnerable.

Our Mission is Simple

To provide outstanding care and support to the community of North Devon who are impacted by a life limiting illness.

Housekeeping Department Vision

As a team our aim is to provide consistently high-quality housekeeping services that support and enable the provision of outstanding patient care.

It is important to us that all our colleagues:

- Act as an ambassador for the hospice
- Show deep motivation to make a real difference to our patients and their families
- Are kind
- Are honest, open and operate with integrity
- Are personally accountable and take responsibility for their own actions, decisions, performance and professional development
- Approach their role with fun, positivity and a growth mindset – and want to learn
- Are not scared to try new things and know that to succeed, sometimes they will have to overcome obstacles to achieve the best outcome for the hospice
- Are proactive in seeking out the information they need to do their job and in sharing information with their colleagues to enable them to do their jobs
- Listen and communicate effectively, calmly and constructively, adapting their approach to the needs and concerns of others
- Are collegiate and act as 'One Team', working in collaboration with their colleagues within and outside of their team
- Understand the impact of their emotions on themselves and others
- Show empathy when noticing unsettling emotions in others
- Speak up when they have worries or concerns and take appropriate action if their values are compromised
- Are open about when they have made a mistake and are proactive in resolving it
- Value and respect others and promote equity, diversity and inclusion

To succeed in this role you will have:

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- Level 1 literacy and numeracy or equivalent
- Previous cleaning experience
- Good communication skills and interpersonal skills
- The ability to follow procedures and effectively manage tasks
- A caring, helpful and considerate approach towards patients, visitors and staff with the ability to work in a palliative care setting
- Self-motivation and the ability to use your own initiative
- The ability to work alone and as part of a team
- A flexible approach, with the ability to provide additional cover for absence and holidays, including bank holidays and weekends as required

In this role you will be responsible for:

- Undertaking all general and clinical cleaning duties of any areas of the main hospice building directed by the Housekeeping Supervisor to ensure that all areas are maintained in a clean, hygienic and tidy condition
- Participating in annual / biannual deep cleaning programmes as directed
- Carrying out laundry duties ensuring the risk of cross contamination is minimised
- Undertaking the removal and handling of all general / clinical and recycling waste throughout the hospice as per hospice procedures
- Responding to spillage reports ensuring timely attendance to prevent accidents
- Reporting any faulty equipment, fittings and fixtures using agreed procedures
- Completing daily / weekly / fortnightly / monthly cleaning checklist
- Undertaking maintenance and cleaning of equipment once weekly i.e. vacuum, trolleys, buckets etc.
- Replenishing stock once weekly using agreed procedures from Housekeeping Supervisor
- Supporting winter weather operations as required
- Carrying out the preparation of rooms for external and internal meetings, events and conferences to include cleaning and furniture set up
- Carrying out duties using safe and appropriate working practices, according to statutory regulations and guidelines, to ensure the safety of self, other staff, patients and visitors
- Ensuring that all hazardous substances are stored according to COSHH regulations
- Wearing specified protective clothing as necessary to perform duties
- Undertaking the security of the building including the activation and deactivation of alarms
- Attending team meetings scheduled by the Housekeeping Supervisor

Your competency framework – you will:

Strategic Thinking and Setting Direction

- Act as a positive role model for change and innovation in a way that inspires and reassures staff, patients, and the public
- Show openness to new information and views from different standpoints and modify own thinking
- Gather feedback from patients, service users and colleagues that helps you to do things better, more efficiently and improve services

Sharing the Vision and Delivering the Service

- Support others to provide good patient care and high-quality services
- Demonstrate a culture of high achievement, showing pride in the quality of our services and acting where improvements are needed
- Participate in and contribute to organisational decision-making processes
- Use feedback on things that are working well and things we could improve to do your job more effectively
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Leading People

- Help create the conditions that help the team provide mutual care and support and create pride in achievement
- Be able to receive and act upon challenge and feedback and take action to improve own performance
- Challenge colleagues in a constructive and appropriate way

In addition we will ask you to:

- Promote diversity and inclusion in all that you do
- Complete statutory training in accordance with hospice requirements
- Participate in personal development and review processes
- Adhere to all organisational policies and procedures
- Actively participate in the hospice risk management process in order to help safeguard the welfare of patients, visitors and staff and to take responsibility for reporting risks and managing risks as appropriate
- Follow good infection control practice at all times and maintain an up-to-date knowledge of the infection control policies, procedures, and guidance relevant to your area of work

The small print:

- This job description may be reviewed in consultation with you and in light of any changing service requirements
- The job description is not exhaustive; other duties commensurate with the post may be required from time to time

December 2025