



1. Job Title	RHC Domestic Assistant	2. Job Description Date	JUNE 2024
3. Department/Team	Facilities	4. Reports to	Housekeeper Supervisor
5. Context			
<p>The Royal Hospital Chelsea is a historic institution providing sheltered accommodation (Long Wards) and full nursing care where necessary (the Margaret Thatcher Infirmary) for some 300 retired soldiers, known as In-Pensioners. It ensures Army veterans are provided with the support and comradeship they need in recognition of their service to the Nation and safeguards their historic home for the veterans of tomorrow.</p> <p>The role holder is expected to lead by example in demonstrating the Royal Hospital Values:</p> <ul style="list-style-type: none"> • Nurture Belonging – unite through comradeship. • Respect Individuals – listen and act. • Encourage Pride – commit to high standards. • Enjoy Life – make people smile. <p>All roles within the Royal Hospital Chelsea (RHC) have an integral part to play in contributing to the achievement of the Hospital's Strategy and Vision.</p>			
6. Role Purpose:			
The QM Domestic Assistant is responsible to the Housekeeping Supervisor and Stores Manager/RQMS through liaison with all Departments to ensure that the highest possible standards of cleanliness are maintained in all areas of the Royal Hospital Chelsea.			
7. Principal Accountabilities: 8-10 outcomes			
Principal Tasks <ul style="list-style-type: none"> • Twice daily cleaning of all toilet facilities on main site to include: - Urinals, Lavatories, wash basins, floors and walls 7 days a week, including signing the cleaning confirmation sheet in each area. • The Highest standard of cleaning must be maintained in all areas ensuring that: - toilet rolls are always available. Sanitary bins and Hazardous waste bins located across the main site are emptied weekly. (All clinical waste is to be disposed of in yellow bags, sealed and taken to the MTI for disposal, with the correctly coloured tie (Black) • Clean and maintain all public/RHC WC's in a hygienic condition including Visitor Centre, Soane Stable Yard, MTI passageway, Prince Philip Building, Colonnade and the various assisted WC's daily (7days a week) • Any other unforeseen tasks as directed by the Stores Manager or Housekeeping Supervisor. • Clean all communal RHC areas including the Colonnade (benches, Brass plaques and York stone), Octagon (steps, dusting) site wide smoking areas (ashtrays cleaned/emptied), passageways, Library, • Assist with the cleaning of Wren House, State Apartments, Colonnade and Brass cleaning across the site as and when required. 			



- Maintain Burton court facilities before and after use, liaising with Events Team for upcoming fixtures
- To clean any accidental biohazardous spillages as necessary
- To deep clean any carpets on an ad hoc basis as required.

(General RHC areas) –

- To help cover the Laundry Dept (Holidays / sick leave etc)
- Take responsibility for own Health & Safety and for those affected by the post holders acts or omissions.
- Report any unusual incidents or problems to the Housekeeping Supervisor for further investigation. This includes sickness of In Pensioners or any potential safeguarding issues

8. Leadership expectations

The role holder is expected to:

9. Skills Knowledge and Experience

Essential Skills

- The ability to carry out the duties using flexibility, initiative, co-operation and with the minimum of supervision.
- The ability to use all cleaning equipment properly, and to understand the importance of the post at the Royal Hospital.

Desirable Skills

- NVQ level 2 in Housekeeping/Cleaning
- Hold a valid UK driving license (Laundry)

Knowledge and Experience

- Knowledge of the Royal Hospital grounds and locations of various areas to be cleaned.

Competences

- Adhere to all safeguarding legislation.
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- Complete all RHC mandatory training as required

Induction

H&S Induction

Fire Prevention

Manual Handling

COSHH



Qualifications:

10. **Agreement:** I have reviewed this Job Description and confirm it accurately reflects the role.

Line Manager.....

Date

Employee.....

Date

Note: All RHC employees are expected to be flexible in undertaking the duties and responsibilities for their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.