



1. Job Title	Housekeeper MTI	2. Job Description Date	Apr 2023
3. Department/Team	Facilities Management	4. Reports to	Housekeeper Supervisor
5. Context			
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. The role holder is expected to lead by example in demonstrating the Royal Hospital Values: • Nurture Belonging – unite through comradeship. • Respect Individuals – listen and act. • Encourage Pride – commit to high standards. • Enjoy Life – make people smile. 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.			
6. Role Purpose:			
The QM Housekeeper team is responsible to the Housekeeping Supervisor and MTI Operations 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 • Clean, floor areas and carpets in communal areas/berths, medical centre and activity areas as required. • Deep cleaning communal area carpets on a regular basis and as necessary for any Health and Safety related incidents. • Clean communal ablution areas, showers/bathrooms, WCs, fitted furniture and floors as required. • Clean/polish/dust all heritage woodwork, brass and fixtures/fittings in Long Wards/Communal areas as directed. • Clean all IP Berths daily as directed by the Housekeeping Supervisor and Deep clean berths when vacated and prior to a new occupant. • All Ward furniture to be kept clean, hygienic and polished (any damage to furniture is to be reported to the Housekeeping Supervisor) • Clean/removal of waste from all MTI areas as required and as directed by the Housekeeping Supervisor.. • All domestic electrical appliances to be maintained in a hygienic and safe condition by daily cleaning/inspections for faults (any faults are to be reported to the Housekeeping Supervisor) • To make beds and assist with extra help for In-Pensioners as detailed by the Housekeeping Supervisor in conjunction with the Physician and Surgeon. • The exchange of sheets linen, bedding and all IP laundry from Wards as required daily. • Collection of hot trolleys, laying of tables, provision of consumable items, changing of tablecloths and napkins for meal service. Change IP's water jugs and provide cold drinks prior to meals as required.			



- Clean dining areas after meal service including restocking consumables mopping/cleaning of dining area.
- Cleaning of kitchenettes after each service including the washing up of all cutlery/crockery/serving dishes, cleaning of dishwasher and cleaning of each kitchen area also after each meal. Returning of hot trolleys from MTI Kitchen.

8. Leadership expectations

The role holder is expected to:

9. Skills Knowledge and Experience

Essential Skills

- Ability to work with little supervision and maintain a high level of performance
- Prioritization and time management skills
- Working quickly without compromising quality

Desirable Skills

Knowledge and Experience

- Proven experience as a Cleaner or Housekeeper
- Knowledge of COSHH

Competences

Qualifications:

- Qualification in food handling and hygiene.

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.