



Job Title	RHC Domestic Assistant	Job Description Date	June 2024
Department/Team	Facilities	Reports to	Housekeeper Supervisor
Context			
<p>Founded in 1682, the Royal Hospital Chelsea is a retirement community for around 300 army veterans, known as the Chelsea Pensioners, drawn from every corner of the United Kingdom. Based in the heart of London, it is a special place defined by community and service.</p> <p>We are looking for people who enjoy working with others and take pride in making a positive difference. You will lead by example and help create a welcoming, inclusive environment for everyone who lives and works here. Our values guide everything we do:</p> <ul style="list-style-type: none"> ● Nurture Belonging – bringing people together through comradeship ● Respect Individuals – listening carefully and responding with care ● Encourage Pride – doing things well and to a high standard ● Enjoy Life – sharing warmth, positivity, and the occasional smile <p>As a charity that relies on the generosity of others to support those who live here, every role at the Royal Hospital Chelsea matters. Whatever your position, you will help deliver our vision and contribute to a place people are proud to be part of.</p>			
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.			
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. 			



HOME OF THE
CHELSEA PENSIONERS

- 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

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.
- Complete all RHC mandatory training as required

Induction

H&S Induction

Fire Prevention

Manual Handling

COSHH

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.