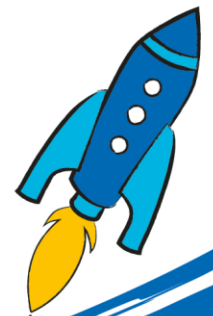


Housekeeping Assistant Bank

Candidate Briefing Pack



Dear Candidate

Thank you for your interest in joining our Bank Housekeeping Team at The Children's Trust.

The Children's Trust is the UK's leading charity for children with brain injury. We are unique, with an international reputation for the work we undertake to improve the lives of the children and families with whom we work. We provide information and support to thousands of children with brain injury and their families annually, through education, care, therapy and research. We provide expertise and experience in meeting the needs of children and young people with acquired brain injury, neuro-disabilities and complex health needs.

As a Bank Housekeeping Assistant, your role will be to provide a high standard of housekeeping and accommodation service across site. You will provide excellent levels of cleanliness that are consistent throughout the site; working either the day, evening or weekend shift.

You will be a natural and enthusiastic housekeeper working as part of a team but also individually.

This is a chance for an outstanding candidate to make a significant and lasting difference to the lives of thousands of children and families.

Kind regards

Kevin Taylor
Head of Estates and Health & Safety

The Charity

The Children's Trust is the UK's leading charity for children with brain injury and neurodisability.

The charity provides rehabilitation, medical care, special education, community services and expert information.

Our key services are:

- Rehabilitation for children with Acquired Brain Injury (ABI)
- A non-maintained special school, with associated residential houses for children with complex education, health, therapy and care needs
- Support for children with ABI and their families in the communities across the UK, through our Brain Injury Community Services.
- Online information and support via our publications and braininjuryhub.co.uk

Our residential services based at our national specialist centre in Tadworth, Surrey, work in partnership with the NHS and local authorities to provide a step-down pathway of care between hospital and home. The centre is entirely child and family focused to ensure that their needs are appropriately supported.

In the community, we provide clinical support to complement local services and give children and young people with ABI the best chance of succeeding at home and in school.

We are the only paediatric centre with a national specialised commissioning contract (through NHS England) to provide brain injury rehabilitation for children with severe brain injury. Our other services are funded through local health commissioners (such as clinical commissioning groups), social care and education authorities, together with the millions raised through voluntary fundraising.

Thanks to the generosity of The Children's Trust's supporters, our 24-acre Tadworth site features a modern hydrotherapy pool, accommodation for parents, specially adapted equipment, a nature trail and soft play areas.



We run a non-maintained special school for children with complex education, health, therapy and care needs with associated residential houses. The Children's Trust School supports children and young people from 2 - 19 years old and is dual-registered with the Care Quality Commission (the school residential houses) and Ofsted Education.

The Children's Trust is a charitable organisation with approximately 750 committed staff and over 1,000 volunteers with a range of expertise across nursing and care, education, therapy, operations and centralised support functions such as finance, HR, fundraising and communications. A number of these staff are based off site around the UK in our charity shops.

Job Description

| | |
|----------------------|--|
| Job Title | Housekeeping Assistant Bank |
| Reports to | Housekeeping Lead |
| Supervised by | Housekeeping Supervisor |
| Level | None |
| Location | Tadworth, Surrey |
| Salary | £12.00 per hour (enhanced payment for weekends) |
| Hours of Work | Various shifts available: weekday mornings, weekday evening and weekends. Working hours and number of days will vary per assignment. |
| DBS | Enhanced with Children's & Adult's Barred List |

Job Purpose

To provide a high standard of housekeeping ensuring excellent levels of cleanliness are consistent throughout the site and that infection control procedures are met across site. As part of the site services team the role holder will be expected to liaise with managers and staff across the Trust.

Duties and Responsibilities

Site wide general housekeeping service – ensure that the housekeeping services is of an acceptable level and is consistent across site.

- Carry out a cleaning service in allocated buildings/rooms/areas ensuring that daily tasks are completed according to the standard operating procedures in relation to the cleanliness/hygiene standards.
- Follow infection control procedures whenever carrying out duties and ensure procedures are followed should there be an infection control outbreak.
- Liaise with the Housekeeping Supervisor and House Staff on a daily basis – carrying out special requests in relation to Housekeeping.
- Ensure safe storage of cleaning materials and equipment and sufficient stock is maintained – informing the Housekeeping Supervisor of stock requiring ordering.
- Assist in the cleaning of communal areas on a daily basis and cleaning of carpets, curtains and high dusting on a rotating schedule.
- Ensure that any repairs required to fixtures and fittings are reported to the designated Facilities Helpdesk as soon as possible and any issues are reported to the Housekeeping Supervisor.

- Assist in routine housekeeping audits as outlined in the planned preventative maintenance (PPM) schedules and ensure any works are to agreed service levels.
- Prioritise work to complete assignments in a timely manner.
- Assist other members of the Site Services and Facilities teams as required.
- Undertake other or additional duties that are within your skills and abilities, as the organisation may reasonably require from time to time.

Central Laundry Services/Staff Accommodation

Where resourcing requirements are required to assist in the provision of these services.

- Where required work with the Housekeeping Lead/Laundry Operatives to process the laundry in a timely and efficient manner according to the standard operating procedures ensuring that cleanliness and hygiene standards are met and maintained in the central laundry.
- Where required any repairs required to fixtures and fittings are reported to the designated Facilities Helpdesk as soon as possible.
- Where required assist the Housekeeping Supervisor/Assistants to ensure that accommodation is prepared to agreed standards for guests/staff to move in.
- Where required carry out the final check of accommodation on a changeover day to ensure minimum standards have been met and guests are able to move in.
- Highlight any issues regarding tenant occupation to the Housekeeping Supervisor and in their absence to the Housekeeping Lead (as appropriate).

Training & Development

In conjunction with the Housekeeping Lead through training and development and customer liaison maintain a high standard of cleanliness.

- Attend team meetings with housekeeping and laundry staff.
- Attend mandatory training sessions and gain the required certification.
- Develop self to improve personal performance within the department.
- Regularly for performance and development review, identifying learning objectives and setting targets, identifying opportunities for professional development.
- Read all policies and procedures relevant to working practice and to keep up to date with policy changes as they occur.

Professionalism

- Takes action and raises concerns.
- Adhere to the policies and procedures of The Children's Trust.
- Maintain professional boundaries and professionalism at all times.
- Committed to demonstrating the organisations values and behaviours at all times.

Health and Safety

The role requires a significant degree of manual handling and working with house services/laundry equipment.

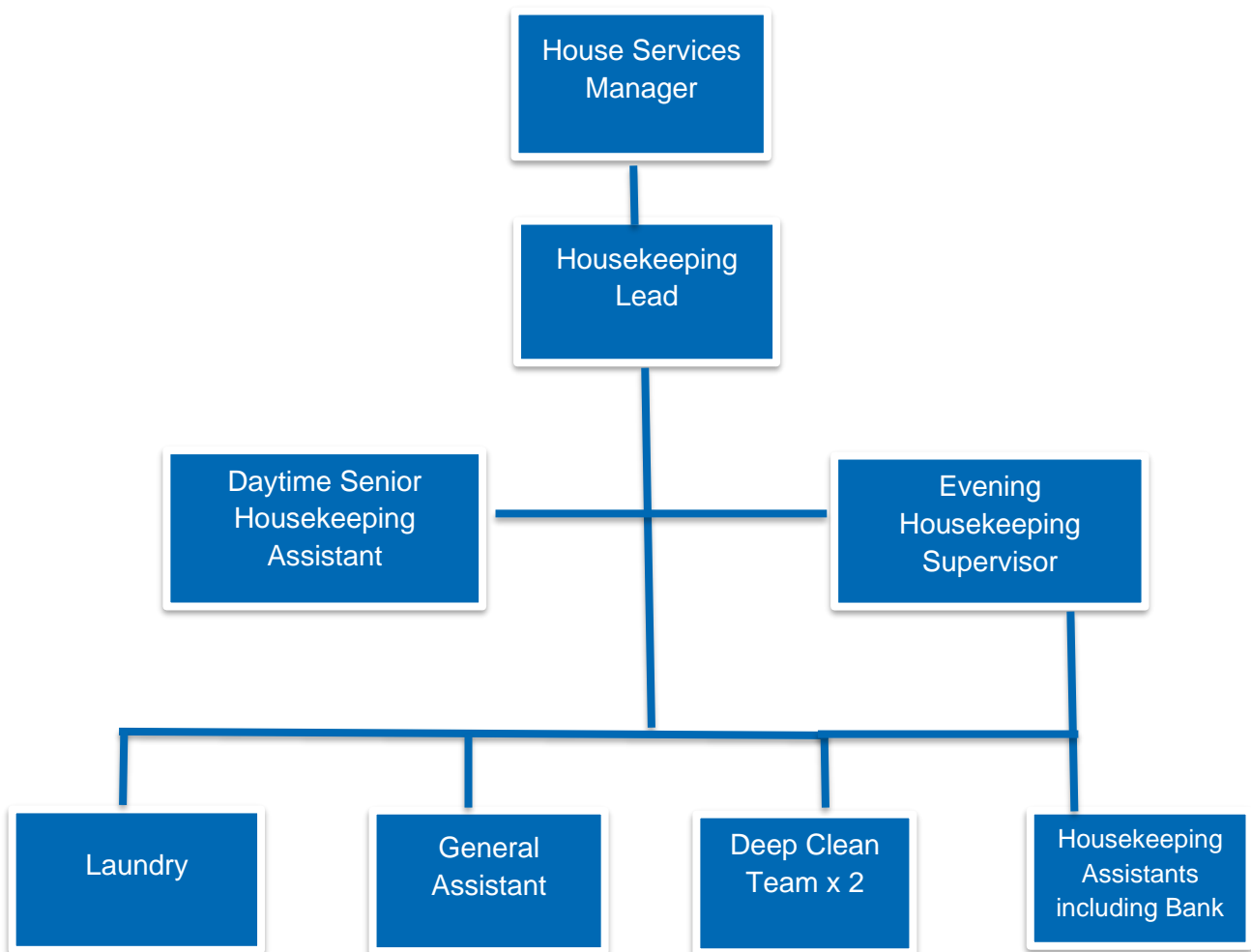
- Adheres to all health and safety guidelines, including infection prevention and control.
- Provide evidence of all vaccinations (or medical exemption) required for the post.
- Adhere to manual handling procedures and complete mandatory manual handling training.

- Promotes the health and safety of others.
- Uses the incident reporting and risk assessment system (IRAR), to identify and report risks and incidents/actions if directed.
- Responsible for identifying and mitigating risk within the work environment.
- Attend all mandatory training sessions relevant to the role.

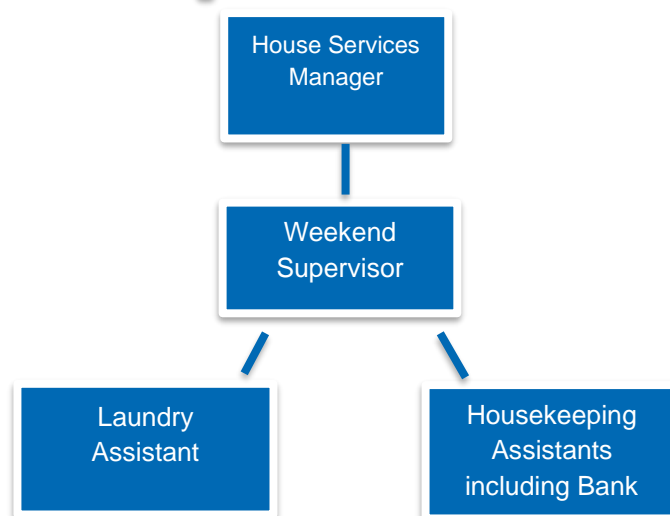
Wellbeing and Emotional Resilience

- Maintains a positive approach and outlook when dealing with change and overcoming challenges and problems.
- Recognises own limitations, develops realistic goals, and uses support network resource when or if necessary.
- Treats challenges and problems as a learning experience.
- Remains organised and focused when under pressure.
- Responds appropriately and effectively to all constructive feedback.
- Motivates self and others.

Organisation and Structure



Weekend Cover



Person Specification

| Selection Criteria: | |
|---------------------------------------|---|
| Education & Qualifications | <ul style="list-style-type: none"> GCSE English (grade C or above) or equivalent – Desirable NVQ Level 2 in Housekeeping Services (or willingness to work towards): Desirable |
| Experience | <ul style="list-style-type: none"> Able to work as part of a team: Essential Understanding of working within a caring environment: Desirable Health and safety awareness: Essential Previous experience in a housekeeping/cleaning role (ideally from a NHS/Schools or equivalent background): Desirable |
| Skills & Abilities | <ul style="list-style-type: none"> Physically fit for moving, lifting, and cleaning: Essential Friendly and caring: Essential Understanding of children’s needs: Essential Able to take responsibility for their own work: Essential Flexible and adaptable: Essential Able to follow instructions and procedures: Essential Able to communicate effectively with line manager and all staff: Essential Strong organisational skills: Essential |
| Knowledge | <ul style="list-style-type: none"> Knowledge of Health & Safety: Desirable Knowledge of Infection Control within a house services environment: Desirable To have a knowledge of Health and Safety requirements when handling and storing cleaning materials - Desirable |
| Personal Qualities | <ul style="list-style-type: none"> Commitment to the vision and values of The Children’s Trust – Essential Flexible and ‘can do’ attitude to competing commitments in workload - Essential Highly motivated and reliable - Essential Ability to cope working in a demanding environment - Essential |

Safeguarding

The Children's Trust is committed to safeguarding and promoting the welfare of children and we expect all staff to share this commitment.

Many roles at The Children's Trust are exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders Act 1974, by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended) and as such, are subject to an Enhanced DBS check. Successful applicants will be required to complete an Enhanced Disclosure & Barring Service (DBS) check.

The exceptions to this are our retail roles within The Children's Trust shops, which are subject to Basic DBS checks.

The amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended) provides that when applying for certain jobs and activities, certain convictions and cautions are considered 'protected'. This means that they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account.

Guidance about whether a conviction or caution should be disclosed can be found on the [Ministry of Justice website](#).

Equity, Diversity & Inclusion

At The Children's Trust we recognise how important it is to have leadership that reflects the children, young people and families that we support. We also recognise that staff, comprised of a range of skills, backgrounds and experiences will help us to better understand the needs of those we support, and how we can best represent their interests.

We, therefore, particularly welcome applications from disabled people, individuals from diverse ethnic backgrounds and those from other under-represented groups.

The Children's Trust is committed to achieving equity, diversity and inclusion (EDI) across all levels of the organisation. For further information, see: <https://www.thechildrenstrust.org.uk/about/statement-equity-diversity-inclusion>

Our Promises

Our Promises capture our strengths and aspirations. They guide the way we act, interact and come together to achieve our goals. The journey we took to reach our Promises has been an important one. A highly collaborative and iterative process that has seen each word shaped by our people – our volunteers, employees, partners, trustees, and suppliers. Perhaps most importantly, at the core of this process are our children, young people, and their families. This journey has given us a critical opportunity to give children and young people a voice. As a result, our Promises have been genuinely enriched by them. That's because how we work and carry out our role is as important as what we do, and that's why as part of The Children's Trust, we all need to live by our five Promises.

