The Children's Trust
For children with brain injury







Housekeeping Assistant

Candidate Briefing Pack



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Registered charity number 288018 TCT_1821 09/24



Dear Candidate

Thank you for your interest in becoming a Housekeeping Assistant 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 Housekeeping Assistant, you will report to the Housekeeping Supervisor. Your role will be 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.

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

Mariana Sotir
Housekeeping Manager



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
- Online information and support via our Bumps Happen hub and publications.

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 500 committed staff
and over 1,000 volunteers with a range of expertise across nursing and care, education,
therapy, retail, operations and centralised support functions such as finance, HR, fundraising and communications.





Our Strategy: achieving our goals together

The Children's Trust exists to support children and young people with brain injury and neurodisability so they can live the best life possible.

Every year, 40,000 children across the UK experience a brain injury and about 350 sustain a severe brain injury, many with devastating consequences. Some children lose the ability to walk, talk, learn or communicate. Their lives – and the lives of their families – are turned upside down. Their chances to thrive in childhood and beyond are put at risk.

Our 2025–2030 strategy sets out how we will respond to the growing and urgent need for specialist neurorehabilitation for children and young people, deepen our impact and reach more families across the UK.

At the core of our strategy is a bold ambition: to be the UK's leading provider of paediatric neurorehabilitation, transforming outcomes through expertise, compassion and innovation.

Children, young people and families are central to everything we do. This strategy focuses on what matters most to them – their goals, potential and quality of life – while working in partnership with the wider health, education and social care system to create lasting change.

Over the next five years, we will expand and strengthen our services, invest in life-changing neurotechnology, future-proof our outstanding school, and build a sustainable organisation that can help more children, sooner.

By 2030, we want to look back with pride at how far we have come. We want to see how many more children and families we have helped to achieve their goals, whether that's future career aspirations, learning to walk again, being able to speak, or playing with siblings.

"This strategy reflects both the scale of the challenge we face and the strength of our ambition. Demand for specialist neurorehabilitation is growing, and our responsibility is clear: to build on our decades of expertise, invest in innovation and work in partnership across the system to help more children achieve the best possible outcomes, now and in the future."

Mike Thiedke, Chief Executive, The Children's Trust

Our strategic goals to 2030

Our Goals:

- Goal 1 Delivering safe, effective and high-quality services
- Goal 2 Enhancing and expanding our neurorehabilitation services
- Goal 3 Future-proofing our education offer
- Goal 4 Investing in our people
- Goal 5 Strengthening our finances

You can find out more about our strategy: achieving our goals together here



Description

Job Title	Housekeeping Assistant - Days
Reports to	Housekeeping Manager
Direct Reports	None
Level	Assistant
Contract Type	Permanent
Location	Tadworth, Surrey
Salary	£13.45 per hour £26,228 per annum
Probationary Period	Five months – this is a regulatory requirement for all new employees of The Children's Trust.
Hours of Work	37.5 hours per week
Working Pattern	Monday to Friday – 08:00 – 16:00
Hybrid Working	Not applicable for this role.
Notice Period (after Probation)	4 weeks
DBS	Enhanced with Children's Barred List

Job Purpose

The role of Housekeeping Assistant is 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. The role holder is expected to work closely with the other members of the facilities team and assist in covering in the laundry, in the deep clean team or other works as and when required.



Duties and Responsibilities

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

- Carries 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. This involves:
    - Sweeping, vacuuming, and mopping floors using appropriate equipment and cleaning products, ensuring floors are clean, safe, and free from slip and trip hazards.
    - Emptying waste and recycling bins, replace liners, and dispose of waste in accordance with organisational procedures and waste segregation requirements.
    - Cleaning and disinfecting bathrooms, including toilets, sinks, showers, baths, taps, mirrors, soap dispensers, and associated fixtures to the required hygiene standard.
- Follows infection control procedures whenever carrying out duties and ensure procedures are followed should there be an infection control outbreak.
- Liaise with the Senior 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 Manager 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 Manager.
- 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.

Central Laundry Services/Staff Accommodation – where resourcing requirements are required to assist in the provision of these services

- Where required work with the Housekeeping Manager/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 Manager/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 Senior Housekeeper and in their absence to the Housekeeping Lead (as appropriate).

Training & Development – in conjunction with the Housekeeping Manager 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.
- Meet 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 Safey

- Adheres to all Health and Safety guidelines, principles and regulations to perform your role and comply with The Children's Trust policies and procedures.
- 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 (Vantage), to identify and report risks and incidents/actions if directed.
- Responsible for identifying and mitigating risk within the work environment.

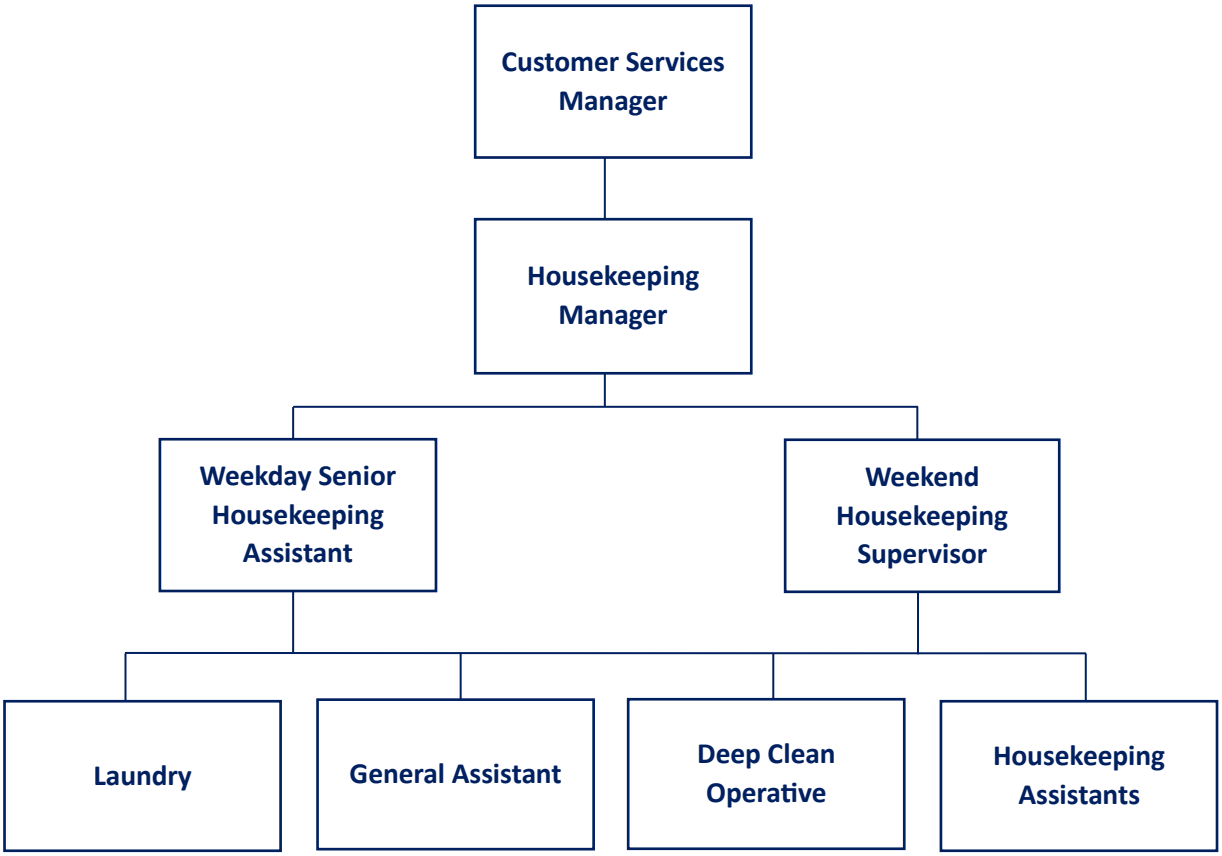


Wellbeing and Emotional Resilience

- 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 other.



Organisation and Structure





Person Specification

Selection Criteria:		Essential / Desirable
Education & Qualifications	• GCSE English (grade C or above) or equivalent work experience. • NVQ Level 2 in Housekeeping Services (or willingness to work towards)	Essential Desirable
Experience	• Able to work as part of a team • Understanding of working within a caring environment • Health and safety aware • Previous experience in a housekeeping/cleaning role (ideally from a NHS/Schools or equivalent background)	Essential Desirable Essential Desirable
Skills & Abilities	• Physically fit for moving, lifting and cleaning • Friendly and caring • Understanding of children's needs • Able to take responsibility for their own work • Flexible and adaptable • To be able to communicate effectively with line manager and all staff • Strong organisational skills	All Essential
Knowledge	• Knowledge of Health & Safety • Knowledge of Infection Control within a house services environment • To have a knowledge of Health and Safety requirements when handling and storing cleaning materials	Essential Desirable Desirable
Personal Qualities	• Commitment to the vision and values of The Children's Trust. • Flexible and 'can do' attitude to competing commitments in workload. • Highly motivated and reliable. • Ability to cope working in a demanding environment. • Commitment to maintaining personal wellbeing and the wellbeing of colleagues.	All Essential



Safeguarding

The Children's Trust is committed to safeguarding and promoting the welfare of children and young people. To achieve our commitment, we will ensure continuous development and improvement of robust safeguarding processes and procedures that promote a culture of safeguarding amongst our workforce. The Children's Trust has policies on safer recruitment, the recruitment of ex-offenders and criminal record checks. Please refer to the People Team for further information. It is an offence to apply for a role in regulated activity with children and young people if the applicant is barred from engaging in regulated activity relevant to children and vulnerable adults.

Equity, Diversity & Inclusion

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 To help us achieve our ambition to give children and young people with brain injury and neurodisability the opportunity to live the best life possible, we want to accurately reflect the UK's diverse population. We want equity, diversity and inclusion to be at the heart of everything we do, and our people, services and culture to reflect the diverse needs of all. Through our diversity and inclusion strategy, we have made a commitment to increase the diversity of our charity and create an inclusive culture. We have networks across the organisation working to ensure that these aims are met - including an LGBTQIA2S+ group, Ethnic Diversity Group, and Spark – our broad EDI group. Read more about our EDI work

We welcome applications from all who share our ambition regardless of background. We will strive to ensure that any reasonable adjustments are made in respect of interview and working arrangements.

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.




Child first
Own it
Aim high
#WePromise
Be open
Care deeply