

## Housekeeping Assistant

<b>Location:</b> The Odney Club	<b>Profession:</b> People, Health and Wellbeing Assistant
<b>Reports to:</b> Manager, Guest Services	
<b>People Management:</b> No ▾ <b>Assignment Management:</b> No ▾	
<b>Partnership Level:</b> Partnership level 10	<b>Manager's Partnership level:</b> Partnership level 8
<b>Number of direct reports:</b> None	<b>Partnership level(s) of direct reports:</b> None ▾

### About the John Lewis Partnership

The Partnership is the UK's largest employee-owned business and home to our two well-loved retail brands - John Lewis & Partners and Waitrose & Partners, as well as expanding into new areas beyond retail.

We aren't an ordinary business though. The Partnership is different because everyone who works here isn't just an employee. We are Partners, with a shared responsibility for our success, and we share the rewards when we're successful.

Everything we do is powered by our unique purpose: **Working in Partnership for a happier world.** Our Purpose inspires our principles, drives our decisions and acts as our guide, so that everything we do contributes to Happier People, Happier Business and a Happier World.

### Critical purpose of the role

To work as part of a busy team to deliver a first rate guest experience through the focus on the cleanliness and maintenance of standards throughout the hotel.

### Primary Outcomes & Accountabilities

Being a brand ambassador by being a warm and friendly Partner who provides a consistently outstanding customer experience that is unrivalled in the marketplace.

- Cleaning and maintaining guest rooms, bathrooms and public areas.
- Taking direction from the housekeeping Team leader, and hotel leadership team, maintaining strict health and safety standards.
- Supporting the implementation of changes to ensure continuous innovations and improvements are made within the department.
- Supporting other areas of the hotel operation, when required.
- Safe use of housekeeping tools and chemicals, to include vacuum cleaners, mops and cleaning materials.

### Measures of success

Line manager and Partner feedback.  
Guest feedback on delivering a first rate guest experience.  
Hotel Standards rating inspection score.



Act in accordance with the Partnership's purpose and democratic principles, constructively participating in co-ownership, and demonstrating to customers and each other that it is a better way of doing business. Share your knowledge, experiences, ideas and opinion to improve the Partnership, speaking honestly and frequently.

Invest in your personal and professional development to achieve your potential, by doing more, doing better, or doing differently. Continuously engage with and actively contribute to your Profession

Appreciate what different life experiences bring to the Partnership and the value this adds to unbiased and smarter decision making.

### Skills

- Self-motivated/ Industrious
- Meticulous attention to detail
- Ability to work under pressure
- Proven experience of the hospitality industry
- Proficient in IT systems with the ability to understand software packages
- Productivity mindset
- Mental dexterity/ agility
- Customer mindset
- Team player

### Qualifications & Experience (where applicable)

#### Essential

- Working as part of a team, physical agility to lift and move large items

#### Desirable

- Experience of Housekeeping in a hotel environment

Version	Created/updated by	Date
1:0	Hotels Administrator	23/04/24