

Housekeeping Assistant - All Hotel Locations 2026

Location: Partnership Hotels Odney/ Bala Lake/ Ambleside Park/Leckford Lodges & Camping/Longstock House/ Abbas / Brownsea Island	Profession: Housekeeping Hospitality
Reports to: Manager, Guest Services	
People Management: No ▾	Assignment Management: No ▾
Partnership Level: Partnership level 10	Manager's Partnership level: Partnership level 8
Number of direct reports: None	Partnership level(s) of direct reports: 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

Working in one of our Partnership hotel locations to ensure consistently high standards of cleanliness across Guest bedrooms, public, and Partner areas. Promptly reporting all maintenance requirements. To provide excellent, friendly guest service and offer flexible support to other hotel departments, thereby ensuring an unrivalled guest experience and contributing to the profitable operation and achievement of business objectives for the individual, team, and hotel.

Primary Outcomes & Accountabilities

Represent our brand well by always giving guests and team members excellent service.

- Cleaning and maintaining guest rooms, bathrooms and public and partner areas.
- Safe use of housekeeping tools and chemicals, to include vacuum cleaners, mops and cleaning materials.
- Supporting other areas of the hotel operation, when required.
- 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.

Measures of success

- Positive Guest and team member feedback having delivered a first-rate guest experience.
- Achieve the agreed standard for room service and refreshes at all times.
- Recognise that your performance directly influences the hotel's inspection pass rate, specifically regarding the quality and presentation of guest bedrooms and the overall cleanliness of the hotel.



- Act in line with the Partnership's goals and democratic rules, working together as co-owners, and showing customers and colleagues that this is a better way to do business.
- Share your knowledge, experiences, ideas and opinion to improve the Partnership, speaking honestly and frequently.
- Keep learning and growing in your job and as a person. Look for ways to do more, do better, or do things differently. Always be involved and share your knowledge in your profession
- Value the diverse experiences people bring to the Partnership, as this helps us make fairer and better decision

Skills

- Self-motivated and industrious, with a natural meticulous attention to detail
- Ability to work under pressure and as part of a team,
- Proven experience of the hospitality industry
- Basic knowledge of IT & POS systems and able to use standard software.
- Working as part of a team, physical agility to lift and move large items

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
2	<i>Hotel General Manager, Bala</i>	<i>06/11/25</i>