

JOB DESCRIPTION

Mountain Training Trust

POST DETAILS

Job Title: Housekeeping Assistant

Reports To: Housekeeping Team Leader

Salary – National Minimum Wage, dependent on age

Job Purpose:

To deliver a high-quality housekeeping service across Plas y Brenin, ensuring accommodation, public areas, and facilities are cleaned, prepared, and maintained to a consistently high professional standard. The role contributes directly to providing a safe, welcoming, inclusive, and positive experience for all visitors, staff, and stakeholders.

Hours of Work:

As advertised. Flexibility will be required, including early mornings, evenings, weekends, and bank holidays in line with operational needs.

PRIMARY PURPOSE AND SCOPE OF ROLE

The post holder plays a key role in ensuring all accommodation and shared facilities are presented, cleaned, and serviced to an excellent standard. This includes maintaining hygiene, safety, and presentation standards across a busy, high-footfall residential and training environment.

The role requires pride in service delivery, attention to detail, and a proactive approach to maintaining a high-quality visitor experience.

WORKING RELATIONSHIPS

The Housekeeper will work as part of a wider operational team including housekeeping staff, general assistants, reception, and site operations teams. The role requires positive collaboration to ensure smooth day-to-day running of the centre and effective communication across departments.

KEY RESPONSIBILITIES

The post holder will work in line with all organisational policies, procedures, and values, ensuring compliance with health and safety legislation, COSHH, environmental standards, and safeguarding principles where applicable.

1. Work collaboratively as part of the housekeeping team to ensure accommodation and facilities are prepared, cleaned, and presented to a consistently high standard and ready for use in line with operational schedules.
2. Undertake all required training, including Health & Safety, COSHH, manual handling, and safe use of equipment, and consistently use appropriate PPE.
3. Share workload fairly within the team, contributing to a positive, respectful, and supportive working culture.
4. Follow standard operating procedures and cleaning schedules, ensuring all daily, weekly, and periodic tasks are completed accurately and efficiently.
5. Complete cleaning duties in line with agreed procedures and maintain accurate checklists and records where required.
6. Work collaboratively with the Housekeeping Manager to identify opportunities for service improvement, efficiency, and sustainability.
7. Support stock control by assisting with monitoring and reporting levels of cleaning supplies, linen, and consumables to ensure cost-effective operations.
8. Work closely with the Reception team to support room readiness, turnaround schedules, and changing customer requirements, demonstrating flexibility where needed.
9. Act as a positive ambassador for the Mountain Training Trust, representing the organisation professionally at all times.
10. Participate in team meetings, briefings, and training sessions, contributing ideas and feedback to support continuous improvement.

GENERAL RESPONSIBILITIES

- Demonstrate flexibility in response to operational demands, including changes to shifts, workload, and priorities at short notice.
- Take ownership of personal development by engaging in supervision, appraisal, and training opportunities agreed with the Housekeeping Manager.
- Work in compliance with all organisational policies, procedures, financial controls, and relevant legislation, including Health & Safety and GDPR.
- Actively engage with internal communications, training materials, and updates to ensure awareness of organisational changes and expectations.

- Maintain clean, organised, and well-stocked storage areas at the end of each shift, ensuring equipment is returned to designated locations and records (including linen logs) are accurately completed.
- Contribute to a safe, respectful, and inclusive working environment, supporting equality, diversity, and wellbeing in the workplace.

Failure to follow organisational policies and procedures may result in disciplinary action.

SKILLS, EXPERIENCE & KNOWLEDGE

Essential:

- Understanding of manual handling techniques and safe systems of work
- Ability to use cleaning equipment and materials safely and effectively
- Ability to work independently and use initiative to solve routine operational issues
- Strong attention to detail and commitment to high standards of cleanliness and hygiene
- Ability to manage workload effectively and prioritise tasks under pressure

Desirable:

- Previous experience in housekeeping, cleaning, or facilities roles within a hospitality, education, or residential setting
-

PERSONAL ATTRIBUTES & BEHAVIOURS

Essential:

- Positive, flexible, and adaptable approach to changing priorities
- Strong team player with a respectful and collaborative working style
- Reliable, committed, and motivated to maintain high standards
- Open to feedback and committed to continuous improvement
- Strong customer service awareness and responsiveness to user needs
- Ability to work efficiently in a physically demanding environment
- Professional attitude and pride in delivering quality work