

# Job Description for Housekeeping Assistant

## Overall Aim

To become an integral part of our small team aiding in the running of swim school offerings to an exceptionally high standard. To be involved with the general upkeep, cleanliness and welcoming image of the swim school. All aspects of work should be undertaken in a safe, sensitive and professional manner.

## Housekeeping Assistant

- Being responsible for the safety of customers. Always risk assessing.
- Assisting with starting and finishing of lessons/leisure swims/parties, where needed, punctually.
- Recording any maintenance or cleaning issues, and passing on the relevant staff quickly and efficiently.
- Using light or diluted chemicals to ensure a clean environment in all areas of the swim school buildings.
- Communicating in a welcoming, friendly and professional manner to all customers, swimmers, parents and staff.
- Promoting the business fully, to ensure the new enquiries are constantly being generated and new swimmers enrolled, including providing some information on the swim school or passing to the relevant member of staff to assist.
- Completing all appropriate check sheets for each day.

## General

- Attending all relevant staff meetings and training sessions.
- Continuing to update skills, attending further technical training courses, CPD's and workshops.
- Working as part of a team, ensuring good communication both within Chessgrove Swim team and with staff at the other businesses at Chessgrove Park.
- Presenting Chessgrove Swim in a positive manner always.
- Contributing ideas for improvement.
- Behaving in a welcoming, friendly and approachable manner and providing excellent customer service in all aspects of the swim school.
- Be fully knowledgeable of our timetable and what we offer as a Swim School, such as lessons and prices.
- Achievably taking part in other reasonable tasks/roles asked with business.

Chessgrove Swim mission statement:

***“To provide an enjoyable and relaxing environment for all ages and abilities”***

Staff Name: .....

Staff Signature: .....

Date: .....

Manager Name: .....

Manager Signature: .....

Date: .....