

Job Description: Domestic Assistant



Function:	Cleaning
Job:	Domestic Assistant
Position:	Domestic Assistant
Job holder:	TBC
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Change to relevant Team Leader
Additional reporting line to:	Samantha Girling
Position location:	Change to relevant site

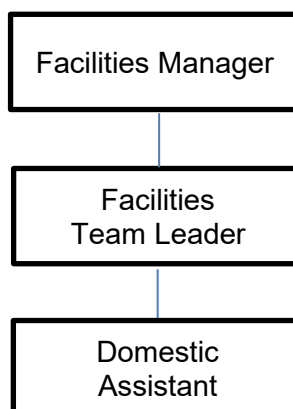
1. Purpose of the Job – State concisely the aim of the job.

- The Domestic Assistant is responsible to ensure all areas are cleaned to the agreed standards and to work within COSHH and Health and Safety principles.
- To ensure the standards of cleanliness meet the national standards of healthcare cleanliness 2025.
- Maintain a clean, safe and pleasant environment to support day to day operations for patients, staff, visitors, stakeholders and contractors to site.
- Be aware and adhere to the three checks for safety, policies and procedures.
- Embrace a positive behaviour and mindset within the working environment.

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Revenue FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						
Characteristics ■ Add point									

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Clean to the national standards of cleanliness 2025.
- To be compliant with training standards across the business.
- To be trained in COSHH and follow guidelines in the safe use of chemicals set out by the manufacture and adhere to Sodexo policies and procedures relating to cleaning and chemicals.
- Adhere to the Health and Safety Act 1974 and report any incidents or accidents to your Team Leader ASAP.
- Adhere to the manual handling operations regulations 1992 and follow Sodexo policies and procedures.
- To keep patients information confidential at all times and to report any untoward activity to management.
- Ensure the correct PPE is worn at all times and to follow Sodexo and client procedures. Example: Staff uniform, safety shoes, aprons and gloves, goggles, face masks. Make up, Jewellery and nail varnish are to be kept to a minimum as per policy requirements.
- Adhere to the 3 checks of safety.

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

1. Comply with instruction from your TeamLeader/Facilitiesmanager/other managers.
2. Clean to 2025 national cleaning standards.
3. To be trained in COSHH and follow guidelines in the safe use of chemicals set out by the manufacture and adhere to any Sodexo policies and procedures relating to cleaning and chemicals. (Infection prevention control policy)
4. Adhere to the Health and Safety Act 1974 and report any incidents or accidents through to your TeamLeader/Facilitiesmanager/other managers asap for support and investigation. And work to the 3 checks for safety.
5. Adhere to the Food Safety Act 1990 and follow Sodexo policies and procedures relating to food safety. (Food Safety Training level 2, HACCP guidance and food safety policy)
6. Adhere to the manual handling operations regulations 1992 and follow Sodexo policies and procedures.
7. To keep patients information confidential at all times and report any untoward activity to management.
8. To complete and attend training as per the contract and Sodexo requirements. The training can be face to face, online or through paper documents.
9. Ensure the correct PPE is worn. I.e. Staff uniform, safety shoes, aprons and gloves, goggles, face masks. Make up, Jewellery and nail varnish to be worn to a minimum or not at all depending on Trust guidelines.
10. Clean and check for faults daily which will including cables, filters, bags and report any faults to your TeamLeader/Facilitiesmanager/other managers.
11. Check stock, order when supplies are low and replenish as and when required. Ensure cleaning cupboards are kept clean and tidy at all time ready for internal and external audits.
12. Change and hang curtains every 6 months or when soiled within clinical and bathrooms areas. Clean blinds per cleaning schedule set out by the national standards or client requirements.
13. Remove waste (general & clinical) and dispose of in the correct waste stream and waste compound.
14. Work as part of the ward or clinic team & respond to requests from these areas in relation to work priorities, local protocols and procedures.

15. Adhere to cleaning schedules and complete tick sheets to ensure compliance of cleaning tasks set out by your TeamLeader/Facilitiesmanager/other managers.
16. Participate in Hand Hygiene and cleaning audits as and when required.
17. Put stores away as and when instructed by your TeamLeader/Facilitiesmanager/other managers.
18. Report any pest control sightings or security risks to your TeamLeader/Facilitiesmanager/other managers for further escalation.
19. To unlock and secure buildings and departments when required and to complete opening and closing documentation if the area you work in requires the service.
20. To support and mentor new staff members to Sodexo by demonstrating new procedures and inducting them in to their role.
21. To work in other Soft facilities roles and sites as requested by your TeamLeader/Facilities Manager/other Managers.
22. To work in a professional manner at all times and always present yourself with Hello my name is.... to patients, internal and external people.
23. Maintain good communication and co-operation with colleagues within the workplace and other client sites.
24. Be responsible for punching in and out of Kronos and completing annual leave requests and submitting to your Team Leader for approval.
25. Plan and organise your day, check cleaning schedules and tasks to be completed.
26. General cleaning: Dusting, hoovering, mopping, replenishing of stock, changing bin bags, removing rubbish, cleaning and polishing internal glass, check cleans, changing curtains, tidying up, completing paperwork, completing discharge and infectious cleans, etc. Every day task with specialised training.
27. Use of scrubbing machines for hard floor areas of different finishes.

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- To be responsible for complying with Sodexo and local Safeguarding policies and procedures.
- To be responsible for the quality of data recorded. The data should be accurate, legible (if hand written), recorded in a timely manner, kept up to date and appropriately filed.
- All employees must comply with Sodexo's Equality and Diversity Policy and must not discriminate on the grounds of sex, colour, race, ethnic or national origins, marital status, age, gender reassignment, disability, sexual orientation or religious belief.
- Employees have a responsibility to themselves and others in relation to managing risk and health and safety, and will be required to work within the policies and procedures laid down Sodexo. Sodexo seeks to establish a safe and healthy working environment for its employees and operates a non-smoking policy.
- All employees have the right to work in an environment which is safe and to be protected from all forms of abuse, violence, harassment and undue stress. All employees are responsible for helping to ensure that individuals do not suffer harassment or bullying in any form. All employees will be personally accountable for their actions and behaviour in cases of complaint of harassment or bullying.
- All staff have a responsibility to contribute to a reduction in the Sodexo's carbon footprint and should proactively reduce and encourage others through own actions to reduce their contribution to carbon emissions. This includes switching off electrical appliances that are not in use, turning down heating, closing windows, switching off lights and reporting carbon waste etc.

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Essential	Desirable
6 months experience within a cleaning role.	Previous experience within the NHS or an FM company.
Knowledge of methodology and procedures in cleaning.	Experience and understanding of colour coding systems.
Knowledge and understanding of COSHH and Health and Safety.	Understanding of Infection control prevention.
Entry level qualification in English and Maths.	Experience of completing e-learning and training in different formats.
Good communication skills with the ability to understand instruction.	Experience in dealing with patients and members of the public.
Customer care and listening skills.	Able to travel and work in other sites across the business.
Ability to work unsupervised or part of a team and work to deadlines.	
Punctual, flexible, friendly manner and good personal hygiene.	

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

Learning & Development	Leadership & People Management
Employee Engagement	Innovation and Change
Brand Notoriety	

9. Management Approval – To be completed by document owner

Version	1.1	Date	14.08.2026
Document Owner	Samantha Girling		