
VOLUNTEER ROLE DESCRIPTION

Role: **Housekeeping Assistant**

Hours: 2 hours per week minimum between 10am and 4pm. Flexible days.

Location: One of Freshfields Animal Rescue charity shops in Merseyside or North Wales

Reports to: Shop Manager

OVERALL PURPOSE OF THE ROLE

To 'make a difference together for All animals'.

You will provide an important role in helping the shops to raise funds for the rescue centre, by making sure the shops are clean and pleasant to visit for our customers again and again...and keep the shops nice for our volunteer shop assistants.

KEY TASKS

- To tidy, brush and mop, or Hoover floors in areas used by the public
- To clean and keep tidy the service till desk.
- To clean, brush and mop WC facilities
- To brush and mop staff room floors
- To ensure ample bins and bags are available and kept tidy.
- To wipe shelves and doors as required.
- To provide cleaning equipment for staff and volunteers to maintain standards.
- To report and lost or broken equipment and order supplies
- To perform your role under the supervision of the shop manager
- To work within all relevant Freshfields policies and procedures, including but not limited to: Health and Safety, Confidentiality and Equality in the workplace
- To demonstrate commitment, a friendly approach and positive 'can-do' attitude

KEY SKILLS AND QUALITIES

- Have high housekeeping standards and the ability to maintain and communicate them.
- Willing to undertake relevant health and safety training relevant to the role and put it into practice
- Reasonable level of physical fitness to meet the demands of the task
- Positive approach to working with customers, staff and the wider community
- Reliable and trustworthy
- Ability to use initiative and to work as part of a team
- Ability to take direction under the guidance of the Shops Manager or supervisor
- Keen to contribute your ideas for improving housekeeping standards.