

Performance Excellence

Housekeeper

Name:

Location:

Manager:

Date:

What's Expected of Me?

What's Expected of Me?	Exceeds	Meets Expectations	Developing	Below Expectations
To ensure Health and Safety and hygiene requirements within the area of responsibility are met				
To provide day to day supervision of a team of staff, including: work scheduling/rotas, Induction, development and training. Ensuring work is carried out to deadlines and within agreed working practices and procedures				
To co-ordinate and undertake the activities required to deliver the service				
To handle complaints within area of responsibility, either dealing with them directly or escalating as appropriate				
To monitor and maintain stock levels for the team				
To liaise with other departments to ensure all service requirements are met				
To receive and check goods against purchase orders/delivery notes and deal with issues as they arise				
To assist with the recruitment and/or training of staff				
To act as the Risk Assessor for a specific area of responsibility				
To complete corporate/departmental documentation in accordance with policies and procedures				
To represent department on the Privacy & Dignity working group and the Dementia working group				

Our Brand Behaviours

Our Brand Behaviours	Exceeds	Meets Expectations	Developing	Below Expectations
E <ul style="list-style-type: none"> I create new ways of inspiring and engaging customers and colleagues I keep things simple and ensure I deliver all my duties on time and to the highest standards I demonstrate initiative - seeking opportunities to make improvements 				
P <ul style="list-style-type: none"> I am a champion of Nuffield Health's vision, our role as a charity and our approach to wellbeing I relentlessly push myself to develop my skills, build my knowledge and improve my performance I consistently deliver great customer service 				
I <ul style="list-style-type: none"> I am self motivated and always positive I always 'do the right thing' and put my customers first. I communicate positively and confidently with all customers and colleagues 				
C <ul style="list-style-type: none"> I am respectful towards my customers and colleagues I build rapport with every customer, am responsive to their needs and treat everyone as an individual I demonstrate empathy and always put myself in my customers' shoes 				

Learning & Development Needs

Things I need to work on.
 Things to do current job better.
 Things to prepare me for next job.

Focus Areas/Career Aspirations

Individual objectives or special projects.
 Extra things in my job to help me get to where I want to get to.

Final Year Assessment:

Regular Check-ins

My Comments	My Line Manager's Comments
First Review Date:	First Review Date:
Date:	Date:
Date:	Date:
Final Review Date:	Final Review Date: