POST TITLE: **Housekeeper**

1 BASE Leicester, Leicestershire

2 CONTRACT Permanent

3 SALARY £12.71 per hour

4 HOURS OF WORK 15 hours per week
Wednesday – Friday, 9am-2pm

5 MAIN TASKS To ensure the refuge and city dispersed properties, including the external environment, is cleaned and maintained to hygiene and safety standards

6 Key Responsibilities

- To ensure the appropriate standards of cleanliness and hygiene are maintained, including food hygiene and safety requirements
- To ensure the buildings and grounds are maintained satisfactorily
- To ensure the confidentiality of clients and the nature of the business
- To be proactive in promoting and implementing the organisation's Equality Diversity & Inclusion Policy and practices in both employment and service delivery

7 Duties

7.1 To ensure the appropriate standards of cleanliness and hygiene are maintained including food hygiene and safety requirements.

- Cleaning, washing, sweeping, mopping, polishing and vacuum of designated areas and equipment to the required standard.
- Emptying litter bins, etc., and removing waste to designated areas.
- Cleaning of toilets and washrooms to the required standard where allocated.
- Spray cleaning, scrubbing floors and re-sealing with polish.
- Using powered equipment where necessary (scrubbing machines, wet pick-up machines, vacuum cleaners).
- Cleaning of working surfaces and other furniture as directed.
- Clearing up after flooding and/or any other emergency cleaning.

- To carry out fire and health safety checks and report any maintenance issues and Health & Safety concerns.

7.2 To ensure the buildings and grounds are maintained satisfactorily

- To sweep outside regularly.
- To litter pick where applicable.
- To carry out fire and health safety checks and report any maintenance issues and Health & Safety concerns.

7.3 To ensure the confidentiality of clients

- To protect the confidentiality of the address of the refuge and all matters relating to the residents and their children, and act in accordance with the policies of the organisation.

7.4 General

- To act in accordance with the policies and practices of WALL, in particular to maintain the strict confidentiality of the Refuges.
- To act in a fair and supportive way and positively promote equal opportunities and eradicate discrimination.
- To work in a safe and responsible way ensuring that safety procedures are followed and that you do not endanger yourself, your colleagues or service users.
- To be punctual and minimise absence from work.

7.5 Other duties commensurate with responsibilities

- To attend all supervision, staff meetings and training days.
- To undertake such other duties, training and/or hours of work as may be reasonably required, and which are consistent with the general level of responsibility of this role.

7.6 Line Management relationship

- Post holder will be line managed by the Safe Accommodation Manager.

PERSON SPECIFICATION:
Housekeeper

Category	Essential Requirements	Desirable Requirements	Method of Assessment
Qualifications		Literacy and numeracy qualification First Aid qualification	Application Form & Interview
Experience	At least a year's experience of cleaning a large property.	Experience of working in the voluntary sector. Experience of cleaning a large, commercial property.	Application Form, Interview and References
Knowledge and Skills	Basic numeracy and literacy skill and ability. Able to communicate well. Ability to maintain confidentiality. Ability to work in a non-discriminative way and promote equality of opportunity. Ability to work on own initiative and as part of a team.		Interview/References

	Ability to work under pressure and cope with the stress of others. Reliable and a good timekeeper. Able to work on own initiative and as part of a team. Knowledge of safe manual handling practices. Knowledge of basic health and safety procedures relating to cleaning and maintaining a property. Access to own vehicle and a full driving licence.		

Personal Attributes	Ability to work under pressure and cope with the stress of others Reliable and a good timekeeper		References
Other Requirements	These posts are exempt from the Rehabilitation of Offenders Act 1976 under (Exemption Amendments Order 1986). Able to work to Policies and Procedures. Available to work occasional evenings and occasional weekends. A willingness to travel to other safe accommodation sites for housekeeping duties as required. A willingness to be flexible and adapt to changing needs. Full driving licence and access to own vehicle		DBS Application ID Documents References Application form and interview Application form and interview Application form and interview Application form, interview and ID documents