

<b>POST TITLE:</b>	<b>Housekeeper</b>
<b>1 BASE</b>	Leicester, Leicestershire
<b>2 CONTRACT</b>	Maternity Cover Contract (up to 12 months from December 2025)
<b>3 SALARY</b>	£12.21 per hour
<b>4 HOURS OF WORK</b>	25 hours per week Monday-Friday 9am-2pm
<b>5 MAIN TASKS</b>	To ensure the refuge, 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**

<b>Category</b>	<b>Essential Requirements</b>	<b>Desirable Requirements</b>	<b>Method of Assessment</b>
<b><u>Qualifications</u></b>		Literacy and numeracy qualification  First Aid qualification	Application Form & Interview
<b><u>Experience</u></b>	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
<b><u>Knowledge and Skills</u></b>	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

	<p>Ability to work under pressure and cope with the stress of others. Reliable and a good timekeeper.</p> <p>Able to work on own initiative and as part of a team.</p> <p>Knowledge of safe manual handling practices.</p> <p>Knowledge of basic health and safety procedures relating to cleaning and maintaining a property.</p>		
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<p><b><u>Personal Attributes</u></b></p>	<p>Ability to work under pressure and cope with the stress of others</p> <p>Reliable and a good timekeeper</p>		<p>References</p>
<p><b><u>Other Requirements</u></b></p>	<p>These posts are exempt from the Rehabilitation of Offenders Act 1976 under (Exemption Amendments Order 1986).</p> <p>Able to work to Policies and Procedures.</p> <p>Available to work occasional evenings and occasional weekends.</p> <p>A willingness to travel to other safe accommodation sites for housekeeping duties as required.</p> <p>A willingness to be flexible and adapt to changing needs.</p> <p>Full driving licence and access to own vehicle</p>		<p>DBS Application ID Documents</p> <p>References</p> <p>Application form and interview</p> <p>Application form and interview</p> <p>Application form and interview</p> <p>Application form, interview and ID documents</p>